

Person Specification

Experience, skills and knowledge:

- A level 3 qualification in a relevant field and or 3 years of experience in a similar role
- Have experience of giving advice, guidance and support preferably with casework on an individual basis
- Demonstrate understanding, knowledge and experience of matter relating to Unpaid Carers and the impact it can have on their everyday life.
- Experience and knowledge of giving advice on benefits or an understanding of the benefits system.
- Experience of working in the community, e.g. making home visits and lone working at place hub spaces and community venues
- Some experience in developing and supporting workshops, small group learning experiences and events.
- Experience of completing assessments including using and developing outcome measurement tools – to support monitoring and showing the difference the service makes the purpose of monitoring and evaluating progress
- Some experience of inputting data on to a database/CRM, though full training will be given
- Experience in professional case note keeping.
- Ability to use IT systems and electronic resources in the provision of advice, administrative support and in preparation of reports.
- Have excellent interpersonal skills and the ability to assess and support carers using sensitive listening and questioning skills
- An understanding of safeguarding and its requirements within North Yorkshire
- Knowledge of local services and networks available to carers and their families
- Confidence to design and deliver training and awareness raising sessions to further develop the service for unpaid carers and those professionals they may work with.

Personal Attributes:

- Ability to travel across the area independently by car (travel expenses will be paid)
- Confidence to work as a lone worker in a community setting.
- Ability to work in a team to ensure a positive working environment and be flexible and adaptable to the needs of the organisation and work requirements.
- Willingness to undertake any relevant training to enhance the role.
- A proactive approach and willingness to generate ideas, to develop the service to identify more carers requiring support within the community
- Able to be flexible in working hours and days – occasional work over evenings and weekends required.
- Creative, enthusiastic, adaptable to changes relating to role and a striving to making the difference to carers we support

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Please note that you should complete your application form / covering letter considering that it will be scored against the attributes, skills and knowledge listed above

If you are unable to directly meet any of the criteria, please explain more about any transferrable skills you might have that you think would be suitable to this role. It is important to give us as much information as possible about your skill set.

Any or all of the elements could be discussed further at interview stage.

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June 2024