



Job description: Carers Support Officer

Linking carers with support and services

Salary: £21,269 - £22,571

Location: Parc Menai, Bangor

Hours of work: 37 hours

Reports to: Operations Manager, Carers Outreach Service

Specific Duties

1. Obtain and maintain good local knowledge of the community, third sector and statutory services, relevant contracts and referral and referral routes; work closely with officers of external organisations to access information and help to assist carers.
2. Receive, manage, and respond to queries and referrals; work closely with colleagues to discuss, prioritise and deal with cases.
3. Assess the needs of carers and determine the most appropriate information and support to provide them and the most appropriate course of action to meet the identified needs.
4. Refer to external agencies as needed.
5. Maintain our monitoring and evaluation systems to record work done and outcomes of work with carers.
6. To be responsible for administrative tasks related to the above duties.
7. To provide written and oral reports as required by the Chief Officer and Board of Trustees.
8. Attend meetings and training courses as required, including staff meetings and supervision sessions.

General Duties

1. Be committed to the work of Carers Outreach Service and promote effective team working and collaboration across health, social care and the third sector.
2. To work within the organisation's policies and procedures and in accordance with the organisation's values, mission, and strategic plan.
3. Undertake any other duties that the Chief Officer may require of you, commensurate with this role.