



**Job description: Carers Support Officer**

With a focus on carers' financial wellbeing, e.g. lowering household bills, accessing entitlements including reductions in Water Rates, Council Tax etc

**Salary:** £26,824 - £28,598 pro rata (depending on experience)

**Location:** Intec, Parc Menai, Bangor

**Hours of work:** 2 / 3 days

**Reports to:** Operations Manager, Carers Outreach Service

**Specific Duties**

1. Receive, manage, and respond to queries and referrals; work closely with colleagues to discuss, prioritise and deal with cases.
2. Assess the needs of carers and determine the most appropriate information, support and course of action to meet the identified needs.
3. Refer to external agencies as needed.
4. Use our existing monitoring and evaluation systems to record work done and outcomes of work with carers.
5. Complete administrative tasks related to the above duties e.g. monthly case studies.
6. 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 sustain effective team working and collaboration across health, social care and third sector networks.
2. 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 are commensurate with this role.