

**Carers
First**



Candidate Pack
Carer Support Adviser (Helpline)

Welcome

Thank you for your interest in working for Carers First as our next Carer Support Adviser working in our Central Helpline.

This is a highly rewarding role working within our busy Carers Helpline team, providing information and advice to carers on the telephone. Being the first point of contact for carers and professionals, you will be required to provide tailored information, advice, and guidance in undertaking a proportionate assessment of carers' needs and, where appropriate, assist with support planning.

You will be joining a charity that has a new ambitious three-year strategy to grow our reach, support and impact for carers, working in collaboration and partnership with a range of statutory, voluntary and commercial organisations.

To be successful in this role you will need:

- Good communication and listening skills
- Empathy and compassion
- To work positively with a range of people who may be struggling in their caring role.
- At least 6 months of experience in providing support over the telephone in a Helpline or call centre setting
- An overview of health and social care, particularly relating to adults and carers.

If you have the passion and drive to make a difference and you have the experience and skills we are looking for, we are keen to meet you - and welcome you to our dedicated and talented team.

Warmest wishes

Alison Taylor
Chief Executive



About us

We understand that life as a carer can be challenging. Getting the support and help you need shouldn't be.

Any of our lives could be turned upside down due to the ill-health, frailty or disability of a family member or friend. In fact, two in three of us can expect to become a carer in our lifetime.

There are currently 5.7 million unpaid carers in the UK, however carer charities estimate that number could be as high as 10.6 million. Their huge contribution saves our economy £184 billion each year - the cost of a second NHS. Each carer's needs and situation are unique, but many face similar challenges. They can struggle to balance employment, finances, or their own wellbeing and time for themselves with their caring role. They may not be aware of the help and support available to them - and that is why we are here.

Carers First works directly with, and for carers, providing personalised information and tailored support in the way that suits them: online, on the phone, or face to face in their local community. With the help of our supporters and volunteers, we can continue to be there for carers, helping them find balance, and to live their lives to the fullest - today, and for years to come.



Our values

We are:

Positive

We are dedicated to working with carers to make a positive, material difference in their lives. We celebrate diversity and work in an inclusive, positive and supportive way, actively listening and valuing everyone's contribution.

Collaborative

We recognise the importance and strength of working in collaboration with local and national organisations to deliver improved support to carers. We also know the importance of collaborating with our Carers First colleagues, sharing knowledge and learning, being curious, respecting differences and working with integrity and transparency.

Ambitious

We are ambitious and tenacious in our determination to support more carers in better ways. We will innovate and develop our programmes of support, so more carers are able to obtain the support they need, at the time they need it, to achieve a balance in their lives and enable them to live their lives to the fullest.

Diversity and Inclusion

We are proud to be a diverse and inclusive workplace.

Carers First is committed to promoting equal opportunities in employment. Employees and any job applicants will receive equal treatment regardless of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation (Protected Characteristics).

Carers First has an absolute commitment to equality and diversity which is about:

- Recognising and valuing difference.
- Recognising and seeking to redress inequality and disadvantage.

Our commitment is firmly founded on our belief that:

- To offer services that are personal, committed and creative we need a diverse staff team who can respond to our carers as individuals.
- To attract, keep and motivate the most talented staff, we need to:
 - Reach out to all sections of the community.
 - Provide a working environment in which everyone feels valued, respected and able to contribute.

The charity recognises that true diversity in service delivery provision and within the staff group also involves a willingness to act, where necessary, at combating the effects of existing barriers to fair and equal treatment.

Our strategy 2024-2027

Our three-year strategy will enable us to grow our work to reach and support significantly more carers, deliver innovative programmes of support in coproduction with carers and forge new collaborations to scale our reach, support and impact for carers.



Strategic Objectives

Over the next three years Carers First will:

1. Reach and engage more carers early in their caring role
2. Develop new innovative models of collaboration, delivery and programmes with the potential to scale our reach and impact
3. Achieve the highest quality of support possible, so we can maximise the difference made to carers lives
4. Champion talent and diversity
5. Grow and diversify our income to enable us to achieve more for carers.

Our support and services are designed with carers, ensuring the support we offer is inclusive and accessible to all carers in different communities.

By joining Carers First, you will play a vital part in helping us achieve this. You can help us achieve something amazing.

How we work

We support young carers, young adult carers and adult carers throughout England with our comprehensive online offer including information, advice and guidance, tools, resources and training, as well as through our vibrant online peer support communities.

We also deliver locally commissioned services in Lincolnshire, Essex, Medway, Southend and in four London Boroughs.

We offer a range of support options for carers to access in ways that work best for them:

- **Face-to-Face Support:** Available both one-to-one and in group settings, providing personalised and community-based assistance.
- **Online Support:** Accessible resources and virtual sessions to ensure carers can connect with us anytime, anywhere.
- **Dedicated Helpline:** A trusted source of advice, guidance, and a listening ear for carers navigating their journey.
- **Extensive Online Resources:** Comprehensive and easy-to-use tools, guides, and information to empower carers with knowledge and confidence.
- **Collaborative Partnerships:** Working with organisations and communities to provide a seamless network of support tailored to carers' needs.

Our impact and reach

Carers First Impact Framework sets out our Theory of Change and the measures and tools we use to understand the outputs, outcomes and impact of the support we provide.

Last year, we reached over 330,000 people to provide information about caring and 51,000 carers are registered with us to receive information and support.

In numbers

- 96% of carers felt more resilient in their caring role after our support.
- 95% of carers felt listened to and that their own needs were taken into account through our interventions.
- 93% of carers felt more confident and informed in their caring role after our support.





Join our team

When you join Carers First, you join a vibrant, inclusive, and supportive team who all have a shared interest in supporting unpaid carers to continue living their lives to the fullest, across the country.

In a community dedicated to caring, we believe that our employees and volunteers really do make a difference, therefore, we emphasise the importance of learning and development, as well as actively encouraging them to develop their skills with our fantastic learning and development programme. This means that all of our team become the best that they can be, whilst helping others do the same.

The role

Job Title:	Carer Support Adviser (Helpline)
Salary range:	£14,291 per annum (£23,500 FTE)
Contract:	Permanent
Hours:	22.5 Hours per Week
Location:	Office Based - Strood

Job Description

Job title: Carer Support Adviser (Helpline)

Reports to: Helpline Manager

Purpose of the role: To provide tailored, high-quality support to Carers and Professionals who seek information and advice via the Carers First Helpline.

Job Overview

The Carer Support Adviser (Helpline) will:

1. Work within the Helpline Team to provide the first point of contact for carers and professionals contacting Carers First.
2. Provide carers with tailored information, advice, and guidance via the telephone, web chat, online, email and virtual drop ins.
3. Ensure accurate and timely recording of information and completion of fulfilment activities.

Responsibilities and Duties

- 1. Work within the Helpline Team to provide the first point of contact for carers and professionals contacting Carers First.**
 - Handle and respond to all incoming/outgoing calls and enquires in a professional, empathetic, and timely manner, adhering to KPIs and the Helplines' model of working.
 - Process referrals from carers and professionals and ensure all new carers are registered with Carers First.
 - Address presenting requests for information, where possible, to provide support at the first point of contact for the enquirer and facilitate access to 'universal carer support'.
 - Identify any complex, targeted needs and take appropriate action, organising support from the local community team or signpost/refer as appropriate, to specialist support.
 - Maintain booking sheets for the Community Team as required, ensuring all information is current and accurate.
 - Advise the Team Lead and Comms of any changes required to information on the website.
- 2. Provide carers with tailored information, advice, and guidance via the telephone, web chat, online, email and virtual drop ins.**
 - Provide an empathetic and listening support service to carers contacting the helpline.
 - Provide personalised information, advice, and guidance to carers to enable them to make informed choices about their caring role.
 - Maintain a professional relationship with carers, recognising and valuing their role, and treating them with respect and dignity.
 - Undertake an assessment of the carer's individual needs, complete a tailored support plan, and sent to carer.
 - Liaise with local community teams to keep abreast of local developments and to provide support for carers.

- Act as a 'champion' developing a specialism in a particular area, such as health condition or geography, updating the Helpline Team about relevant news, events, and services across localities
- Conduct reviews of assessments, where appropriate, to ensure carers needs are continuing to be met.
- Provide extended hours of support through telephone, webchat, and virtual drop-ins, as required.

3. Ensure accurate and timely recording of information and completion of fulfilment activities.

- Accurately record details of all calls/enquires, ensure record keeping is maintained to a high standard, in line with GDPR, and contribute to service monitoring requirements.
- Deliver associated administration within the helpline, including producing support plans, communicating with carers, professionals and support services via telephone and email.
- Undertake a variety of fulfilment activities which provides support to carers including distribution of emergency cards, discount cards and welcome letters etc.

These are the normal duties that are required for this position. However, it is necessary for all employees to be flexible, and they may be required, from time to time, to perform other duties as may be required for the efficient running of the charity. This Job Description is non-contractual, it will be subject to reviews and may change.

The postholder will take responsibility to integrate safeguarding into all aspects of their work, complying with organisational policies and frameworks.

The postholder will be expected to ensure that their work complies with contractual terms and conditions, the charity's policies and procedures and key legislation, including the General Data Protection Regulation (GDPR) and charity law.

Person Specification

Education

- Educated to GCSE Standard, NVQ Level 2 or equivalent experience.

Skills and Experience

Working with Carers

- Experience of providing information and emotional and practical support to members of the public, over the phone and in writing.
- Working knowledge of Health and Social Care sectors.
- Knowledge of assessing individual needs and creating support plans.

Communication

- A confident communicator (both verbal and written) and the ability to build rapport and communicate with a wide range of people.
- Ability to actively listen to and provide professional and empathetic support for individuals with a range of needs.

IT and digital experience

- Highly proficient in the use of IT (Microsoft Applications Word, Excel, Outlook).
- Ability to use a database and keep accurate and timely records.

Personal Qualities:

- Ability to demonstrate understanding of and an **ambitious** commitment to the goals and values of the charity.
- Demonstrate a **positive** level of professional credibility, integrity, and emotional resilience.
- Self-motivated, **collaborative**, and able to work flexibly, whilst maintaining good work/life balance.
- Highly organised, ability to prioritise and an excellent attention to detail.

Rewarding our employees

We provide a reward package for our employees upon joining Carers First.

Our reward package includes:

- 26 days Annual Leave which increases with continuous service + Bank Holidays.
- 1 days Birthday Leave
- Benenden Private Healthcare Membership (following successful probationary period)
- Pension
- Death in Service Benefit
- Employee Assistance Programme
- Carer Passports
- High Street Discount Platform
- Flexible Working Options

How to apply

To apply for a role with Carers First, please complete in full our online application form via our website: <https://www.carersfirst.org.uk/about-us/working-for-us/>

Appointments are subject to Carers First receiving an appropriate disclosure from the Disclosure and Barring Service that we consider acceptable.

We encourage and welcome applications regardless of gender, ethnicity, religion, disability, sexual orientation or age.

If you would like to discuss this role confidentially, please contact us at, recruitment@carersfirst.org.uk, and we will be happy to organise one of the Team to contact you.

Interview process

All successfully shortlisted candidates will be contacted directly and invited to interview – interview date 17 September 2025

Tips on completing your application

- Read the Job Description and Person Specification carefully.
- Be sure to include your employment history, details of relevant duties to the role you are applying for and any transferable skills you may have.
- Include any other work or volunteering experience you have which you feel is relevant.
- Read the Skills and Experience required for the role in the Person Specification and demonstrate clearly in your application evidence of how you meet each of these.



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