



Signpost Stockport for Carers is a well respected and forward thinking carers support organisation, based in Heaton Moor, Stockport. Following the retirement of our longstanding benefits information worker, we are looking to recruit to the post of Carer Support Worker (Moneywise). This post provides specialist support around financial management and benefits entitlements to carers in the borough. They will be responsible for helping carers to understand their finances better, enabling them to budget and plan for the future.

**Job Role:** Carer Support Worker (Moneywise)

**Hours:** 37 hours, over 5 days – open to job share

**Salary:** £25,000 - plus 3% Pension Contributions

**Contract:** Fixed term for 1 year, with likelihood of extension, subject to funding.

This person will have experience of working with the general public, and will be supporting carers and those they are caring for to make applications for benefits and support. The ideal candidate will have current working knowledge of Universal Credit, Pension Credit, Attendance Allowance, Carers Allowance, PIP and DLA. Experience of supporting people to access other services such as those provided by HMRC (eg tax credits, PAYE), and specific to Stockport (blue badges, Council Tax, financial assessment form) will be an advantage. Working as a part of the adult carers support team, they will also be expected to offer emotional support and signposting to other Signpost services and external sources of support. You are encouraged to apply if you feel that you meet most, if not all of the criteria, as some training will be available.

The Carer Support Worker (Moneywise) will need the following skills and attributes:

**EXCELLENT INTERPERSONAL SKILLS** – The ability to build relationships with a variety of people, with an ability to draw out information and record accurately and without prejudice.

**FLEXIBILITY** – The role is varied and requires someone who is able to adapt to change and be able to undertake a variety of roles and tasks, often in the same day! This includes 'hands-on' carer support.

TEAM PLAYER – As a key role in a small and busy team, this person must be willing to share with, and learn, from colleagues offering peer support and training.

UNDERSTANDING OF CARERS – It is essential that, as a carer support worker, this person has a good understanding of what it means to be an unpaid carer and the impacts that this can have.

The main tasks will be as follows:

- To lead on the development and implementation of benefit and financial support services for adult carers, and families involving young carers
- Supporting carers to understand and access the benefits system, by telephone, email and face to face if required
- To ensure that Stockport's adult carers receive a comprehensive, informed, tailored and consistent service with regards to benefits and financial support in an appropriate and accessible way.
- To deliver on agreed outcomes of the work in a positive and supportive environment
- To regularly follow up and review with carers, collecting feedback and user input for service development
- To identify and attend training and learning opportunities relevant to the role and for personal & professional development.
- To attend regular support and supervision sessions with the Adult Carers Team manager, individually and as a team
- To support the Adult Carers Manager in collating monitoring and evaluation information for reporting and development purposes
- To ensure that statutory responsibilities of this role are met on a day-to-day basis, including GDPR, safeguarding and health and safety
- To represent Signpost Stockport for Carers at external events
- To support the organisation in achieving its overall objectives, including raising awareness of what it means to be a carer, the services and support offered by Signpost and increasing donations made to the charity.

Person Specification	ESSENTIAL (E) OR DESIRABLE (D)
<b>Qualifications/training</b>	
Well educated, preferably to degree level	E
<b>Experience</b>	
Experience of providing information and support with regards to DWP benefits	E
Experience providing information and support with regards to HMRC services	D
Experience of providing information and support with regards to debt	D
Experience of providing information and support with regards to power of attorney and appointeeship	D
Experience of providing information and support with regards to Stockport specific services	D
Experience of working with the general public	E
Experience of working with unpaid carers	D
Experience of conducting project monitoring and evaluation	D
<b>Skills and Abilities</b>	
Excellent communication skills, both written and verbal	E
Full driving licence and access to a vehicle for work	E
Ability to develop creative and imaginative ways to work in different environments	E
Strong organisational skills	E
Ability to adapt quickly to situations and think independently	E
Ability to work effectively in a team, and as a lone worker	E