

**Carer Information & Engagement Worker
North Lanarkshire Carers Together (NLCT)**

Job Description

Hours

21 hours per week

Salary

NLCT2 £16,080 - £17,610 (£26,800 - £29,351 FTE)

Duration

Permanent

Reports to

Carer Information Lead

Job Purpose

1. To have a key role in the operational delivery and development of the organisation's key objectives as the ***Carer Information, Advice and Campaigning Services and Breaks from the Routine*** service provider, commissioned by University Health & Social Care North Lanarkshire (UHSCNL), working closely with the Carer Information Lead, Manager, the Board of Directors, and key partners.
 2. To work as part of the Carer Information & Engagement Team to deliver an accessible campaigning, information and carer representation service in North Lanarkshire. This will include the development and provision of accessible, quality and comprehensive information to help identify carers and signpost or link them to relevant supports. The post will also forge active links between carers and professionals to ensure that carers' voices are heard in the development of local service provision, and work with key partners to deliver local campaigns linked to key themes.
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Key Responsibilities

1. Information and Support for Carers

- a) Promote and implement the aims, objectives, and commitment to carers of North Lanarkshire Carers Together.
- b) Provide a signposting and referral service, linking carers to appropriate support, including short breaks and Adult Carer Support Plans.
- c) Ensure information is accessible, proportionate, and tailored to individual carers' needs by working with relevant organisations.
- d) Support the development and dissemination of information about North Lanarkshire Carers Together and key policy or service developments.

2. Partnership Working and Collaboration

- a) Work in partnership with University Health & Social Care and the 3rd Sector to gather and share information relevant to carers and the carer agenda, including carers' rights under the Carers (Scotland) Act 2016.
- b) Develop and maintain strong relationships with local community and carer organisations to support carer identification, information, and engagement.
- c) Support wider plans for key carer events, including the Commitment to Carers event, Carers Week, and Carers Rights Day.
- d) Represent the organisation at information events, forums, and campaigns.

3. Carer Engagement and Awareness

- 1. a) Develop and deliver Carer Aware training sessions within statutory and 3rd Sectors, including Health & Social Care and community health settings based on carer rights as embedded within Carers (Scotland) Act 2016.
- b) Support the identification of carers and collection of their issues through mechanisms such as the Carer Forum, Parent Carer Forum, focus groups, consultations, and partnership work.
- c) Coordinate carer feedback to assess the effectiveness of services.

4. Communication and Administration

- a) Maintain accurate records of work activity and carer support using agreed organisational systems, including statistical reporting.

- b) Participate in meetings, supervision, and development sessions.
- c) Ensure consistent branding and quality in external communications, supporting the promotion of the organisation's work at local and national levels.
- d) Manage event enquiries, coordinating responses and liaising with team members as required.

5. Professional Development and Compliance

- a) Undertake training as identified by the Carer Information Lead to support role development.
- b) Plan, manage, and organise workload in line with agreed work tasks.
- c) Adhere to health and safety requirements, data protection, and confidentiality policies.
- d) Represent the organisation professionally and appropriately.
- e) Undertake occasional evening and weekend work as required.
- f) Carry out any other duties as required by the Carer Information Lead and/or Manager related to the role.

Person Specification

Essential

- Good standard of general education
- A minimum of 2 years' experience of working in a similar role
- Experience of analysing information and the ability to summarise it for diverse audiences
- Experience of working on own initiative
- Experience of working as part of a team
- Proficient in Microsoft Office 365
- Excellent written and communication skills with the ability to engage effectively and communicate with diverse groups
- Understanding of the issues, challenges and barriers that face unpaid carers
- Knowledge of the key rights for carers within local and national policy and legislation
- Confident self-starter, who is able to drive a work plan, manage and organise their own workload to achieve outcomes and outputs within a defined timescale
- Evidence of an empathetic, non-judgmental attitude
- Evidenced commitment to promoting equity, equality, diversity and inclusion
- Willingness to travel

- Willingness to work out with normal office hours
- Ability to work effectively from home
- Ongoing clear Protection of Vulnerable Groups (PVG) registration

Desirable

- Experience working in the 3rd Sector with carers' organisations.
- Proficiency in Charity Log.
- Relevant degree or qualification in health, social work/social care, or community work
- Understanding of health and social care structures
- Evidence of continued professional development
- Bi/Multi-lingual

This job description is indicative and not exhaustive. Duties may evolve to meet the needs of North Lanarkshire Carers Together.