



## Job Description

Job Title:	<b>Centre Service Worker</b>
Salary Scale:	Lanarkshire Carers Salary Grade 1, SCP 2 – 4 Currently £22,664 to £23,844 (Dec 2024)
Hours of work:	35 hours per week, flexible to include evenings and weekends  Workplace Pension Scheme available
Location:	Post holders can be based between our centres in Hamilton and Airdrie, and localities throughout Lanarkshire. Working from home/hybrid working may also be required however this position is a Hamilton Centre based role normally. All staff may work on an outreach basis in community, health and social care venues across Lanarkshire.

### **Background to Lanarkshire Carers Ltd – operating name Lanarkshire Carers**

Lanarkshire Carers works with and for carers to develop and deliver services that make a positive difference to the lives of carers in Lanarkshire.

The vision of Lanarkshire Carers is underpinned by a commitment to place carers at the heart of the organisation and ensure that our services are as effective and accessible regardless of personal circumstances or caring situations.

Lanarkshire Carers delivers a comprehensive range of information, advice and support services. The work is delivered in locality settings throughout Lanarkshire.

The Mission statement of Lanarkshire Carers is to ensure that carers in Lanarkshire are Identified, engaged, well informed, involved, supported, and empowered. Our aims are:

- Carers in Lanarkshire are identified to ensure that they are engaged, informed, supported and empowered to manage and sustain their caring roles
- Carers can access breaks from their caring role and enjoy a life outside caring
- Preventative, practical and emotional support is available to carers at an early stage and ongoing throughout their caring journey
- Carers have a voice which is heard, listened to and effective
- Carers receive training and development relevant to their caring role
- Communities and partner organisations are aware of carers and their issues
- Ensure carers are aware of their rights and are recognised and valued as equal partners in care

The organisation is a registered charity, a company limited by guarantee, and an affiliated network partner of the Carers Trust. Lanarkshire Carers is governed by a voluntary Board of Directors many of whom are carers.

## Main Purpose of Job

Responsible to member of the management/co-ordinator team and working as directed by the full staff team, the Centre Service Worker provides support to ensure the efficient operation of Lanarkshire Carers services. The post holder will work closely with staff, volunteers, carers and partner organisations to help develop, plan and deliver comprehensive information, advice and support services for carers in Lanarkshire.

## Main Duties and Responsibilities

- First point of contact duties for carers and Lanarkshire Carers stakeholders
- Answering, making and directing telephone calls, including taking and distributing messages and assisting with administrative tasks as required
- Handling and following up new referrals and enquiries made by carers and stakeholders in a timely and professional manner
- Organising, scheduling and managing appointments made by carers with independent practitioners and other staff
- Liaising with newly identified carers, recording details about their caring role to help carer support workers identify their support needs and providing them with relevant information on services
- Review and update carers records on Carers Information System
- Organising arrangements for and coordinating bookings for meetings, training and events
- Minute taking and other administrative tasks
- Ordering office supplies, equipment and catering requirements for activities and events
- Administering Lanarkshire Carers Card Scheme
- Administering fundraising initiatives for Lanarkshire Carers
- Accurately recording, updating and maintaining information held in Lanarkshire Carers electronic and paper storage systems
- Recording, sorting and distributing incoming and outgoing mail
- Keeping premises public and staff area neat and tidy, adhering to clear desk and health and safety policies/procedures
- Supporting and participating in the delivery of Lanarkshire Carers services, including responsibility for specific work areas and functions within the organisation and representing the organisation as and when required
- Administering, engaging and helping volunteers to support the day to day operation of the organisation
- Represent Lanarkshire Carers as required
- Adhere to all policies and procedures of Lanarkshire Carers

- Contribute to team meetings, working groups, activities and events

This job outline is intended to indicate the broad range of responsibilities and requirements of the post. It is neither exhaustive nor exclusive but, while some variation can be expected in particular duties. The outline is considered to provide a reasonable general description of the post.

**Centre Service Worker  
Person Specification**

	Essential	Desirable
Qualifications and Training	A relevant qualification in administration and/or experience in a similar role however learning and development opportunities will be provided to the right candidate.	European Computer Driving License (ECDL) or other relevant qualification.
Work Experience	Experience of services relevant to the responsibilities of the post outlined above.  This post involves direct contact with carers to help meet their information needs, previous relevant work or volunteer experience is required.	Experience in working in carer information and support services
Knowledge, Skills and Ability	Excellent interpersonal skills, with the ability to communicate effectively with a diverse range of people, establishing and maintaining effective working relationships  Ability to: <ul style="list-style-type: none"> <li>• Proficiently use Microsoft Office suite</li> <li>• Undertake a methodical, organised and flexible approach to work whilst prioritising workload to meet deadlines</li> <li>• Design and process a wide range of documents to high standards whilst paying attention to detail</li> <li>• Develop and implement effective office systems</li> <li>• Maintain a high level of confidentiality and discretion at all times</li> <li>• Work individually and as part of a team, motivate others and use own initiative</li> <li>• Problem solve and find solutions</li> </ul> Knowledge of office management systems and procedures	Awareness and understanding of the issues affecting carers  Knowledge of data protection legislation  Data extraction, collection, analysis and reporting
Personal Attributes	Commitment to the value base of the organisation and providing quality services  Appreciation and sensitive approach towards the needs and issues faced by carers is crucial  Responsible and professional manner  Self-motivated, enthusiastic and willing to learn  Approachable and helpful manner	

	<p>Flexibility and willingness to adapt to change</p> <p>The highest degree of honesty and integrity</p>	
Other	<p>The post entails work with vulnerable people and the post holder will require a registered membership of the Protection of Vulnerable Groups Scheme (PVG) for Adults</p> <p>Ability and willingness to work flexible hours (occasional evening / weekends) to meet needs of the organisation</p>	<p>Driving licence with daily access to a car and willingness to travel when needed.</p>

*Reviewed Dec 2024*