



Job Description

Job Title	Carer Information Assistant
Salary Scale	Lanarkshire Carers Grade 2, SCP 5 -7 Workplace Pension Scheme available Critical Illness/Life Insurance offered
Hours of work	Full Time - 35 hours per week, flexible to include evenings and weekends
Location	Post holders will be based between Lanarkshire Carers Centre: Hamilton and/or Airdrie and localities throughout Lanarkshire. Working from home/hybrid working may also be required. All staff work on an outreach basis in community, health and social care venues across Lanarkshire.

Background to Lanarkshire Carers Centre 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 from our carers centre in Hamilton, which is also our registered office, carers centre in Airdrie, and in locality settings throughout Lanarkshire.

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

- Carers in Lanarkshire are identified to ensure that they are 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 most of whom are carers.

Main Purpose of Job

Responsible to the Carer Communication and Data Manager and working as directed by the management/coordination team, the Carer Information Assistant will work closely with staff,

volunteers, carers and partner organisations to develop, plan and deliver comprehensive information, advice and support services for carers in Lanarkshire.

The post holder will develop and maintain good carer information, promote effective communication, collaborative working and partnerships. This will support the provision of coordinated and effective information, advice and support to carers. Access to the right information and the right time is key to ensuring carers do not reach crisis point. Lanarkshire Carers information framework will ensure consistent, standardised, non-duplicating carer information, material and resources.

Responsibilities of the post

- Act as an initial point of contact for Lanarkshire Carers, handling enquiries, providing information, face-to-face, telephone and online contact with stakeholders and carers and linking them to support and services
- Ensure carers know their rights and are well informed
- Contribute to the development and implementation of Lanarkshire Carers information framework, work with staff, volunteers, partners and stakeholders to help ensure that quality/comprehensive information is widely available in different formats
- Assist with the implementation of Lanarkshire Carers communication strategy and strategic framework, supporting and advising staff and volunteers as part of this role
- Produce regular bulletins, newsletters, updates and promotional material and source merchandise
- Contribute to collaborative working relationships between statutory, voluntary and community organisations that promotes the carer referral pathway, ensures quality and comprehensive information and effective signposting and referral.
- Ensure compliance with, and development of, Lanarkshire Carers branding guidelines
- Promoting the organisation at a local and national level using relevant marketing initiatives
- Contribute to reviewing and reporting on the effectiveness of the carer information through output and outcome monitoring and carer feedback
- Manage information and coordinate campaigns on Lanarkshire Carers website and social media platforms
- Gather and distribute accurate information on relevant issues to staff, volunteers, carers and stakeholders
- Collate and produce relevant, accessible and varied format information and publicity material for distribution to carers, partner organisations and other stakeholders
- Deliver information and awareness-raising sessions to team, carers and stakeholders
- Maintain and update information held on external websites regarding Lanarkshire Carers
- Update and maintain distribution lists for email marketing campaigns
- Support events, conferences and attend with information stalls
- Engaging with suppliers and assist with administration processes

- Plan information and administrative support to specific delegated activities as agreed
- Create, update and review carers records on Carers Information System, assist with records management and retention activities
- Accurately record, update and maintain information held in Lanarkshire Carers electronic and paper storage systems
- 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.

Carer Information Assistant Person Specification

Criteria	Essential	Desirable
Qualifications and Training	Experience or training in information, advice, design, marketing or communication activities, 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 working in the voluntary and sector Experience 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"> • Proficiently use Microsoft Office suite • Undertake a methodical, organised and flexible approach to work whilst prioritising workload to meet deadlines • Design and process a wide range of documents to high standards whilst paying attention to detail • Develop and implement effective office systems • Maintain a high level of confidentiality and discretion at all times • Work individually and as part of a team, motivate others and use own initiative • Problem solve and find solutions Knowledge of office management systems and procedures	Awareness and understanding of the issues affecting carers Knowledge of data protection legislation Data extraction, collection, and analysis Producing graphs and charts using Microsoft Excel

Criteria	Essential	Desirable
Personal Attributes	<p>Commitment to the value base of the organisation and providing quality services</p> <p>Appreciation and sensitive approach towards the needs and issues faced by carers is crucial</p> <p>Responsible and professional manner</p> <p>Self-motivated, enthusiastic and willing to learn</p> <p>Approachable and helpful manner</p> <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</p>

Reviewed November 2022
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