



Application Pack

Carer Support Assistant

November 2025

Carer Support Assistant

Responsible to:	Carer Support Manager
Place of work:	Worcester Office (informal hybrid working by agreement)
Hours of work:	Hours are worked between 9 - 5pm Monday to Friday
Contract type:	Maternity cover until 30 th November 2026
Pay scale:	£24,500 per annum (pro rata for part time hours)
Hours:	We will consider between 30 and 37 hours per week.

About us

Worcestershire Association of Carers is a registered charity that was founded in 1997. We act as an independent source of information, advice and support for unpaid carers across the County.

Job overview

Working as part of a professional team of Carer Advisors supporting unpaid carers to access help and information, the carer advisor will:

1. Enhance carers' health and wellbeing by providing high quality personalised information, advice and support, targeting the outcomes most important to carers empowering them to make informed choices and build resilience
2. Equip carers to better meet the demands of their caring role through the provision of strengths-based assessment and personalised support.
3. Complete person-centred assessments, and support plans for carers and ensure carers are involved in all aspects of service planning and the shaping of services that affect them.
4. Develop a good understanding of the Worcestershire County Council and WAC databases and how they work, to ensure that accurate carer records are maintained
5. Support the smooth running of the service to the highest standards.

Main Duties and Responsibilities in detail:

1. Enhance carers' health and wellbeing by providing high quality personalised information, advice and support, targeting the outcomes most important to carers empowering them to make informed choices and build resilience

- Ensure the early identification of carers needs and provide appropriate and effective advice, practical and emotional support.
- Develop an excellent knowledge of opportunities and resources available to carers in Worcestershire
- Use a range of mediums and platforms to widen access to services by Carers including digital and virtual online opportunities as well as direct face to face engagement

2. Equip carers to better meet the demands of their caring role through the provision of strengths-based assessment and personalised support.

- Proactively promote and support carers digital confidence in accessing online services to include support with setting up of an email, WhatsApp, social media accounts and utilising virtual appointments.

3. Complete person-centred assessments and support plans for carers and ensure carers are involved in all aspects of service planning and the shaping of services that affect them.

- Complete and develop assessment and support plans by telephone, virtual appointments and where appropriate face to face, adopting a strengths-based approach proportionate to need.
- Proactively encourage appropriate carer involvement in service development and monitoring.
- Support transformation and innovation within Carers services.

4. Develop a good understanding of the Worcestershire County Council and WAC databases and how they work, to ensure that accurate carer records are maintained

- Accurately record personal data on relevant systems maintaining a high-level of record keeping on the social care system in line with our statutory duties under the Care Act 2014
- Ensure all assessments meet both CQC and internal quality standards.
- Participate in supporting Worcestershire County Council's audit process "Review and Reflect" and mandatory reflective practice sessions.

5. Support the smooth running of the commissioned service to the highest standards, working within all guidelines and policy positions and covering the full range of duties

- On a rota basis cover the triage process, the Helpline, webchat and responding to incoming referrals appropriately.
- Work to all contractual key performance indicators.
- Be efficient, responsible and maintain a high level of personal organisation; keeping timely, accurate and appropriate records and providing information for monitoring and evaluation as required.

General responsibilities

- Increase awareness of the needs of carers and promote carer services.
- To provide a high level of customer service and a positive experience for both those accessing Worcestershire Association of Carers services and internal customers.
- Act as a support for colleagues and share information, knowledge, and good practice.
- Attend all training, staff meetings and organisational events as required.
- Develop and maintain positive working relationships with colleagues.
- Comply with all organisational and departmental policies and procedures to include internal and external quality assurance processes.
- Understand the importance of UK GDPR and data protection and the level of responsibility required in this role.
- Work within a framework of safeguarding, equal opportunity, and confidentiality.

While the job description provides the main duties and responsibilities for the position, employees will be expected to carry out any additional duties compatible with their skills and abilities and commensurate with the role. This job description is non contractual and may be subject to change and alteration from time to time.

Person Specification

E= Essential D= Desirable

Experience	E	D
• Working with people over the phone, face to face and online	✓	
• Developing Personal Support Plans	✓	
• Having difficult conversations and managing client conversations	✓	
• Managing competing demands to meet deadlines	✓	
• Using Microsoft 365 products and CRM systems	✓	
• Working within safeguarding, confidentiality and equality guidelines		✓
• Working to Quality Assurance standards		✓
• Working with Volunteers		✓
• Working with carers and/or vulnerable people		✓
• Working in the voluntary sector or as a volunteer		✓
• Working with partners such as statutory services		✓

Knowledge	E	D
• Issues affecting unpaid carers	✓	
• Health and social care services and/or the voluntary sector	✓	
• Delivering person centred services using a strengths-based approach	✓	
• Working with an outcome – orientated approach	✓	
• Care Act 2014 in relation to carers and the cared for	✓	

Other information

- Relevant posts will be subject to standard or enhanced DBS check
- Ability to travel to and from our office location and to other outreach locations
- Willing to undertake training and personal development

Benefits

Occupational Pension, Employee Assistance Scheme, Wellbeing Support, Blue Light Card

How to Apply:

Please forward your CV with a covering letter. **In your letter you should provide a brief explanation of how your skills, knowledge and experience match each of the 5 areas of responsibility shown in bold.**

If you do not do this your application will not be considered and you will not be invited for interview.

Please send your CV and letter to: recruitment@carersworcs.org.uk as soon as possible. Successful applicants will be invited for interview on a rolling basis, and we will close to applications as soon as we have filled our vacancy.