

Job Description

Title:	Unpaid Carers Adviser (Adults 18+)
Hours:	22.5 hrs per week
Office Base:	Carers Plus Yorkshire, Northallerton (with hybrid working)
Accountable to:	Chief Executive Officer
Line Management:	Service Development Manager
Contract:	Open

Job Summary:

An Unpaid Carer is someone who provides unpaid support to family, friends or a neighbour in your community who could not manage without this help. This could be, caring for a relative, partner or friend who is ill, frail, disabled, has mental health needs or substance misuse. Not all Carers see themselves as Carers!

The Unpaid Carer Adviser will provide a service of information, advice, guidance & support, including emotional support for adult carers 18+ in the Hambleton & Richmondshire area.

The candidate will follow an unpaid carers journey of change from assessment to action planning and evaluation upon exit of their support.

Raising awareness of unpaid caring and its impact, is an important element of the role, so the candidate should be able to deliver talks and training to carers and professionals to raise awareness within the community.

They will be proactive in their approach to developing the service and enthusiastic and forward thinking with ideas to reach more carers within the local communities.

Key Duties:

1. Provide independent advice, information, and emotional support to unpaid carers.
2. To provide a regular advice line as first point of contact for carers to triage their support needs.
3. To provide support to unpaid carers in a variety of ways including individualised casework, groups, drop in's and advice line (either face to face, virtual or telephone).
4. To work with individual unpaid carers by establishing initial contact and assisting them to identify their own needs and develop personal action plans.
5. Signpost and refer to other sources of help, information, and advice, using local and national contacts.
6. Provide a professional, independent low-level advocacy support.
7. To assist the development of new ways of reaching, identifying, and supporting unpaid carers, this will require a level of enthusiasm and forward thinking.
8. Assist professionals to identify hidden carers and support the development of the service by awareness raising with local partner organisations.
9. To support and empower carers to develop a strong "voice" which will influence decisions, policymaking and service-planning.
10. To produce regular case studies / reports as required by funders on the progress of their work.

General Duties:

1. To maintain strict confidentiality over personal information relating to individuals, being GDPR compliant
2. To understand and comply with CPY Safeguarding Policies and Procedures and undertake training as required for your role.
3. To comply with Carers Plus Yorkshire's policies and procedures
4. To maintain monitoring and recording systems, using Charitylog data base (training given)
5. To identify and agree with their Line Manager / Quality Lead their own training and development needs and seek ways to address them.
6. To prepare for, attend and contribute to regular one-to-one supervision sessions and team meetings.
7. To represent Carers Plus Yorkshire at a local or regional events when required.
8. To work with the whole team to support promotion of CPY services and to undertake any tasks required to raise awareness of the services offered.
9. Any other duties as required to support the organisational priorities, in agreement with the Head of Operations and Chief Executive Officer.
10. To be flexible with contracted hours and provide appropriate cover (for staff absences) as required by CPY and in agreement with Line Manager.

This job description may be reviewed in consultation with the postholder from time to time.

Dec 2025