**Job Description**

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| Job Title: | Adult Carers Support Officer |
| Department: | Adult Services |
| Location: | Harrow Carers Centre |
| Reports to: | Adult Services Manager |
| Staff Responsibilities: | None |
| Hours of work: | Full time - 35 hours per week  Monday to Friday 9am-5pm (although some out of office hours may be required). |
| Summary of position | To co-ordinate registrations and inductions for new carers,  planning and organising activities and events, and promoting the services of Harrow Carers to external organisations and professionals. |

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| **Responsibilities** |
| ***Responsible for***:   * Registration of new carers * Organising and planning inductions for new carers * Process and administer carer card applications * Co-ordinate bookings for activity and sessions * Planning and facilitating carer activities, groups and events * Attending promotional events to promote Harrow Carer services * Maintaining central databases, spreadsheets and website   ***Principle Tasks:***  *Carer Registration and Inductions*   * To co-ordinate registration of new carers, ensuring information packs are sent out * Process applications for carer cards * To provide newly registered carers with a one to one induction, completing holistic support packages * Following up with new carers at regular intervals to ensure their needs have been met   Activities, groups and events   * To monitor and record incoming bookings and maintain a spreadsheet * Plan and organise activities including drop in groups, training sessions and events such as carers week and carers rights day. * Where necessary book facilitators for specialist courses * Facilitate groups where required * Ensure halls and meeting rooms are set up ready for sessions, and they are cleared up at end of session   Marketing and promotional   * Attend regular promotional events * Promote the services at meeting with GP surgeries, Harrow Council and voluntary sector partners * Be confident in presenting Harrow Carers and the charities work to external partners and organisations   *General*   * Monthly reports provided to line manager detailing number of attendees at activities * To support colleagues in other areas of the organisation from time to time, working as a team * To undertake additional responsibilities as designated by the Harrow Carers managements team and commensurate with the position * Undertake specific administration duties, including team working as required * To comply with the General Data Protection Regulations relating to personal information of individual members of the public * To comply with all relevant policies, procedures and guidelines, including those relating to Safeguarding, Equal Opportunities, Health and Safety and Confidentially of Information. * This is not an exhaustive list of duties and responsibilities and the post holder may be required to undertake other duties which fall within the scope of the job, in discussion with the line manager. |
| **Person Specification** |
| Skills and experience   * Experience of providing information and advice * Experience of providing emotional support * Experience of planning and organising activities * Enthusiastic and motivated * Solid administration skills * Excellent communication skills * Excellent IT skills * Excellent Presentation skills * Good organisation skills * To be a strong self-starter * To be caring and compassionate * An awareness and understanding of the needs of carers * Experience of working on your own initiative, under pressure and to deadlines * Excellent interpersonal skills * An awareness and understanding of adult safeguarding * An awareness and understanding of equality of opportunity |