

**Improving the lives of all unpaid Carers**

Our vision at Carer Support South Lakes (CSSL) is that every should
be able to live well and enjoy life feeling supported and included.

**CONTENTS**

* Job description
* Person specification
* How to apply and selection process

We are delighted that you are interested in joining our dedicated team at CSSL. We registered as a charity in 1993, and at that time provided a support group and supported 15 unpaid Carers. Today, 30 years on, we have evolved and now offer a range of services to support around 1700 unpaid Carers of all ages, from 5 to 100, throughout the South Lakes. The youngest Carer we support has just turned 5, and the oldest is currently 98. We are proud of the many achievements we have made since registering as a charity in 1993, and due to the dedication and hard work of our Trustees, staff, local supporters and many Volunteers. Our continued success depends on the contribution and expertise of every individual we employ and work with. We welcome and thank you for your application.

**What we can offer you…**

* Company pension
* 25 days holiday
* Birthday day off
* Telephone and Laptop provided
* Workplace Health & Wellbeing programme
* Westfield Health (quality health cover)
* Opportunities for PDP and progression
* Regular Lunch & Learns and staff social club
* Supportive work environment

**JOB DESCRIPTION**

**POST:** Administration Assessment Practitioner

**REPORTS TO:** Adult Carer Team Lead

**SALARY:** £24,625

**CONTRACT:** Permanent

**HOURS:** 35 hours – 5 days

**PLACE OF WORK:** Office based in Kendal

**LOCATION:** South Lakeland

**PURPOSE AND KEY OBJECTIVES**

* Meet the outcomes identified in the Westmorland and Furness Council service specification to undertake formal Carer’s Assessments, Support Plans and Contingency Plans for all unpaid Carers.
* Provide information, practical advice and signposting to unpaid Carers so they feel less isolated and more supported to manage and continue in their caring role for as long as they are willing and able to.
* To support the identification of carers at the point of diagnosis for cared fors within health care settings across the South lakes area.
* Contribute to the development and ongoing work of CSSL.

**MAIN TASKS AND RESPONSIBILITIES**

* To be a friendly and welcoming first point of contact for all identified, and unidentified unpaid Carers, as well as family, friends and professionals.
* Provide a listening ear, by telephone or virtually, to all unpaid Carers, family, friends and professionals who contact the charity.
* Accept self-referrals, and ones from family and friends, and professionals from various channels, and complete all database requirements for these to be allocated within the charity.
* To work alongside GP’s and other health care professionals to support the identification and assessment of carers at the point of diagnosis for cared fors
* Identify unpaid Carers and undertake a formal Carer’s Assessment of their individual needs in accordance with assessment criteria defined by Westmorland and Furness Council, Adult Social Care.
* Formulate a Support Plan tailored to meet the Carer’s needs and responsibilities, and encourage unpaid Carers to make a Contingency Plan for an emergency situation.
* To provide advice and information to unpaid Carers, and refer and signpost internally and/or to other organisations which can provide services and further support to them, whilst empowering the Carer, and promoting their independence.
* To work in accordance with the Cumbria Adults Safeguarding Board Protocol.
* To develop and maintain links with statutory authorities and other agencies to raise awareness of unpaid Carers issues and their needs.
* To carry out any other such relevant duties as are required by this post.
* Carry out duties in accordance with legislative and regulatory requirements.
* Carry out duties in accordance with CSSL policies and procedures, including Health and Safety, Confidentiality, Equal Opportunities and Data Protection.
* Contribute to the overall achievement of CSSL mission and objectives
* Ensure the values of CSSL are upheld across the organisation.
* Assist CSSL in Community Fundraising initiatives.
* Promote CSSL social enterprise initiatives.
* Participate in fundraising activities with and on behalf of CSSL.
* Provide a supportive working environment to all staff and Volunteers.
* Attend regular supervisions, staff and team meetings as requested.
* Contribute to research and reports.

This job description outlines the principal responsibilities and duties of the post holder. It is not meant to be, nor is it, an exhaustive list of specific responsibilities and duties. The post holder will be expected to undertake any other duties which could reasonably be expected as being within the remit of the post and which arise out of evolution as the organisation develops, changes of legislation, regulations, orders, rules and working practices, methods and procedures and reviews, as directed from time to time.

**PERSON SPECIFICATION**

|  |  |
| --- | --- |
| **ESSENTIAL** | **DESIRABLE** |
| **Qualifications** |
| * Good education attainment at Secondary School
* English and Maths Grade A-D / 4-9
 | * Relevant qualification or training in Health and Social Care/Social Work/Nursing at level 2 or above
* Relevant qualification or training in Administration/IT at level 2 or above
* Relevant Customer service training
 |
| **Experience of** |
| * Working on own initiative
* Working and communicating with staff and colleagues.
* Working with people
 | * Multi-disciplinary working
* Working with or within the voluntary sector
* Experience of working with Adult Social Care databases, Integrated Assessment System (IAS)
* Experience of working with Volunteers
* Working within a health or social care setting
 |
| **Knowledge**  |
| * Understanding of issues affecting persons withlong-term medical conditions and illnesses
* Good working knowledge of other assets, services and organisations within the South Lakes.
 | * The work of Carers’ Associations includingThe Carer’s Trust
* The work of Social Services in relation to Carers and the Cared-for
* National Care Standards
* Westmorland and Furness Council’s Adult Safeguarding Policy
* The Care Act – Carers Assessments and the Care Support Needs Assessment for the people they care for
* Relevant legislation including H&S, Care Act, Mental Capacity Act and the Caldicott Principles
* Understanding health care services and diagnosis
* Understanding referral pathways within health care services
 |
| **Skills** |
| * Excellent writing and verbal communicationwith a wide range of audiences
* Demonstrate strong interpersonal andinfluencing skills
* IT literate (Microsoft) in particular, managing and recording information using databases
* Excellent communication skills – email and over the telephone
* The ability to prioritise and work under pressure
* Demonstrate professional curiosity
 | * Excellent presentational skills
* Knowledge of fundraising
* Knowledge of unrestricted income
 |
| **Qualities** |
| * Ability to relate to Carers and Cared-for
* Ability to plan, work and organise under pressure to work on own initiative and as part of a team
* Commitment to Equal Opportunities, Cultural Diversity and exceptional customer service
* Ability to manage own professional and personal development and a willingness to learn
* Ability to actively listen, relate to and empathise with Carers and the people they care for
 | * Ability to respond to new situations
* Ability to carry out dynamic risk assessments
* Ability to communicate well written reports
 |

**TO APPLY FOR THIS POSITION**

You must complete an application form, Rehabilitation of Offenders Act 1974 (Exception) Order 1975 form and equal opportunities monitoring form available to download from the CSSL website www.carersupportsouthlakes.org.uk in Word and PDF formats. You may attach a letter but please don’t send photographs. We do not accept CVs.

If you don’t have Internet access, telephone 01539 815970 and give us your name and address, quoting the job title and reference number.

In completing your application, you must tell us how you meet the essential qualification, experience, skills and qualities outlined in the Job Specification.

We will assess how you meet them through the application form and interview. We will let you know if we will include a presentation or a skills test if you are selected for interview.

**DEADLINE FOR RECEIPT OF APPLICATIONS**

This vacancy closes Friday 3rd October 2025 . Forms received after this time will not be processed. Your completed application form, Rehabilitation of Offenders Act 1974 (Exception) Order 1975 and equal opportunities monitoring form should be returned by one of the following methods:

**By email:**

Please email admin@carersupportsouthlakes.org.uk. There is no need to send additional copies. If successful, you will be asked to sign your electronic application form at interview. Please note that our email servers will not accept emails larger than 10MB.

**By post:**

Holly Cragg(Deputy CEO)

Carer Support South Lakes,

Beezon Annexe, Beezon Road, Kendal, Cumbria LA9 6EL

**ACKNOWLEDGEMENT OF RECEIPT**

Email applications will be acknowledged when we receive them. Should you wish to receive an acknowledgement for a postal application, please include a self-addressed envelope with a 1st or 2nd class stamp and we will return this to you.

**INTERVIEWS**

Interview date tbc.