JOB DESCRIPTION AND PERSON SPECIFICATION

Job title	Employment Support Advisor
Programme	Supporting Unpaid Carers to Stay Well and Stay Working
Accountable to	Employability Manager
Base	Hosted by a partner carers organisation, with travel across the relevant delivery area
Contract arrangements	As specified by the employing partner organisation

Job purpose

To provide specialist, carer-informed employability support to unpaid carers, with health conditions, who are in work or moving directly to more suitable employment. The postholder will help carers balance work and caring responsibilities, understand workplace rights and options, address barriers to remaining in employment, and agree practical action plans that improve confidence, wellbeing and sustainability at work.

The Employment Support Advisor will work in partnership with the carer's local Carers Centre and the wider Supporting Unpaid Carers to Stay Well and Stay Working team so that employment support is integrated with ongoing, holistic carer support.

Key outcomes

- Carers receive a tailored, outcome-focused support plan with clear actions.
- Carers at risk of leaving work are supported to maintain employment wherever possible.
- Carers understand relevant workplace rights, including flexible working and Carer's Leave.
- Carers are supported to move into more suitable work without an avoidable period of unemployment, where remaining in their current role is not sustainable.
- Carers develop strategies and access appropriate support to improve health, reduce the impact of caring and sustain employment.
- Carers are supported to pursue workplace learning, development and career progression opportunities.

Main duties and responsibilities

1. Carer assessment and action planning

- Receive and respond to referrals, working with the local Carers Centre to understand the carer's wider needs and existing support.
- Agree, record and review a tailored support plan with clear actions, responsibilities, timescales and intended outcomes.
- Maintain an appropriate caseload and provide flexible appointments by telephone, online, in the workplace, at home or in community settings, including occasional evening provision where required.

2. Specialist support to sustain employment

- Provide accurate, impartial information, advice and guidance on workplace rights and options relevant to unpaid carers, including flexible working and Carer's Leave.
- Help carers prepare for constructive conversations with employers and, with the carer's consent, support communication with employers to agree practical workplace support.
- Support carers to identify and request appropriate adjustments, flexible arrangements or other measures that reduce barriers to remaining in work.
- Explore assistive technology and other practical solutions that may help carers manage work and caring responsibilities.
- Provide time-limited, outcome-focused emotional and practical support, and make appropriate referrals where needs fall outside the remit of the programme.
- Support carers to develop strategies for managing stress, confidence, caring pressures and work-related challenges.

3. Progression and alternative employment

- Identify barriers to career progression, workplace learning and development, with particular attention to the needs of carers aged 18-25.
- Support carers to identify transferable skills, suitable roles and realistic employment goals.
- Where a current role is no longer sustainable, provide employability support to help the carer move directly into more suitable work wherever possible.
- Signpost or refer carers to appropriate training, skills, welfare rights, health, social care or specialist employment services.

4. Partnership and integrated delivery

- Work closely with staff in participating Carers Centres to provide joined-up support and clear handovers.
- Coordinate with the Employability Manager, Employer Engagement colleagues and wider programme team to ensure consistent delivery across Supporting Unpaid Carers to Stay Well and Stay Working.
- Contribute to employer-facing information sessions, advice surgeries, workshops and peer-support opportunities where these support programme objectives.
- Develop effective working relationships with employers, health and social care services, training providers and other relevant agencies.
- Attend team meetings, supervision, case discussions and programme learning activities.

5. Recording, monitoring and quality

- Maintain accurate, timely and confidential case notes, support plans, reviews, outcomes and evidence on the agreed CRM and monitoring systems.
- Work towards agreed individual and programme outputs and outcomes, and provide accurate information for performance, funder and partnership reporting.
- Gather carer feedback and contribute to service improvement, shared practice and the development of consistent programme resources.
- Work in accordance with data protection, confidentiality, information-sharing, lone-working and health and safety requirements.

6. Safeguarding and professional responsibilities

- Recognise and respond appropriately to safeguarding concerns relating to children or adults, escalating concerns to the relevant safeguarding lead in line with the employing organisation's procedures.
- Maintain professional boundaries and practise in an inclusive, non-discriminatory and carer-informed way.
- Undertake relevant training and continuing professional development.
- Carry out other reasonable duties consistent with the purpose and level of the post.

Person specification

Applicants should demonstrate how they meet the essential criteria. Desirable criteria may be used to distinguish between applicants who meet all essential requirements.

Area	Criterion	Status
Qualifications and training	Good general standard of education, or equivalent relevant knowledge and experience.	**Essential**
	Level 3 qualification in Information, Advice and Guidance, employability, coaching or a related discipline, or equivalent experience.	**Desirable**
Knowledge and experience	Experience of providing confidential, person-centred information, advice, guidance or coaching.	**Essential**
	Experience of managing a varied caseload and delivering outcome-focused one-to-one support.	**Essential**
	Understanding of the barriers unpaid carers may experience in sustaining employment, learning or career progression.	**Essential**
	Knowledge of employment rights relevant to carers, including flexible working and Carer's Leave, with the ability to keep knowledge current.	**Essential**
	Experience of supporting people to communicate with employers, address workplace barriers or move towards more suitable employment.	**Essential**
	Experience of partnership or multi-agency working and making effective referrals.	**Essential**
	Knowledge of safeguarding, professional boundaries, confidentiality and data protection.	**Essential**
	Experience of working with unpaid carers or people affected by health, disability or caring responsibilities.	**Desirable**
	Knowledge of assistive technology, welfare rights, health and social care pathways or local employability provision.	**Desirable**
	Experience of using a CRM or case-management system and recording evidence against targets or outcomes.	**Desirable**
Skills and abilities	Excellent written, verbal and interpersonal communication skills, including the ability to explain complex information clearly.	**Essential**
	Ability to assess need, agree practical action plans, review progress and maintain accurate records.	**Essential**
	Ability to build constructive relationships with carers, colleagues, employers and partner agencies.	**Essential**
	Ability to work autonomously, manage competing priorities and seek support appropriately.	**Essential**
	Strong digital skills, including Microsoft 365 and database or CRM systems.	**Essential**
	Ability to work sensitively with people experiencing pressure or change while maintaining clear professional boundaries.	**Essential**
Values and approach	Commitment to equality, diversity, inclusion and the rights and dignity of unpaid carers.	**Essential**
	A collaborative, reliable, flexible and solution-focused approach.	**Essential**
Other requirements	Ability to travel efficiently across the relevant North East delivery area and	**Essential**

Area	Criterion	Status
	work flexibly, including occasional evenings, subject to reasonable adjustments.	