

April 2026

Dear Applicant

**Recruitment of Wellbeing Officer – Carer Registration & Assessments (37 Hours)**

**NB: This is not a “Carer” role.**

Thank you for your enquiry regarding the above position.

This is an exciting time for St Helens Carers Centre as we continue to be a Centre of Excellence for Adult, Young Adult & Young Carers. The successful postholder will be a highly motivated individual, with experience of working directly with an Adult client group. You will need excellent communication and organisational skills, demonstrating a strong ability to working sensitively with adults over the age of 18 years of age within a rapidly changing environment.

Being proactive and tenacious in your approach, displaying a ‘can do’ attitude at all times when supporting Carers with the ability to think ‘outside of the box’ looking at all solutions/services that will ultimately make a difference to the Carers life.

The post holder will be office-based, we pride ourselves on offering Carers with full accessibility to our services, providing face to face, online and telephone support. We are inviting applications from candidates who are empathetic, passionate, self-motivated, committed and want to work in an environment that is both rewarding and challenging due to the difficulties faced by many Carers.

In this document you will find:

1. Information about us and the services we provide
2. Job description
3. Person specification
4. General terms and conditions

Please make sure you read all the information before applying.

The deadline for returning the application form is **4pm Monday 20<sup>th</sup> April 2026**. However, we may bring this date forward if we receive a considerable number of applications and would therefore encourage you to return your application form as soon as possible. Please note we **do not** accept CV’s as an application or part of an application and they will not be accepted nor acknowledged. All staff appointments are subject to an enhanced DBS Check and satisfactory references (1 from your current/previous employer).

The proposed interview date for this post is Thursday 30<sup>th</sup> April and shortlisted candidates will be notified before 4pm on 23<sup>rd</sup> April. If you have not heard from us by this date, you should assume you have not been successful on this occasion.

We look forward to receiving your completed application.

Yours sincerely



Alan Ashton MBE  
Chief Executive

## **About Us**

We are extremely well respected by our local partner agencies; we have built up a reputation based on providing a friendly and efficient service, our approach is simply to go above and beyond.

St Helens Carers Centre is an independent charity, established since 2001. The Management board governs the Centre; it consists of 6 Trustees, most of whom are Carers or former Carers.

Our organisation is also a network member of the National Carers Trust.

Our aim is to put preventative measures into place so that Adult, Young Adult & Young Carers are better able to cope with their caring responsibilities.

The Adult Carers Centre is located on Baldwin Street, it provides a range of support to Adult, Parent & Young Adult Carers 18 years +, the services offered include:

- One to One Emotional Support
- Practical Advice & Support
- Adult Carers Assessments/Reviews
- Holistic Therapies to help with Carers' Wellbeing
- Signposting & Referrals into other agencies for support
- Welfare Benefits Advice – a holistic approach, looking at both the Carer and the Cared for's welfare benefits to see what they may be entitled to
- Training & Information Courses, for example, First Aid etc.
- Recreational Activities and social events at our Adult Carers Club House, for example, Tea & Toast mornings, quiz nights etc.
- Parent Carer Training Workshops/Coffee mornings/evenings– supporting Parent Carers who care for a child with Special Educational Needs & Disabilities (SEND).
- Carers Membership Discount Card
- Carers Emergency Card which gives the Carer peace of mind that in the event of an emergency the person they care for will be taken care of.
- Transitional support to those Young Adult Carers transferring over to Adult Carers.

The Young Carers Centre is situated opposite the St Helens Town Hall. The Centre has been specifically designed to cater for children and young people. The bright décor and the facilities make the Centre appealing to all age groups. The staff at the Centre support Young Carers aged 6 – 18 years of age.

The Young Carers Centre also provides a range of support, the services offered include:

- Young Carer Assessments/Reviews (in home, school, college or at the Young Carers Centre)
- Referrals out into other agencies for support
- Practical/Emotional Support
- Welfare Benefits Advice – for the families of Young Carers and Young Adult Carers 16 years +
- Regular Age-Specific Activities (during term time & school holidays)
- Chattin 4 Action Committee – Young Carers working together make positive changes
- Residential Breaks
- Wellbeing & Training Workshops

## **Job Description**

JOB TITLE:	Wellbeing Officer – Carer Registration & Assessments
LOCATION:	St Helens Adult Carers Centre
REPORTS TO:	Adult Wellbeing Team Manager
SALARY:	£29,373 - £30,421 gross pa
HOURS:	37 Hours Per Week. (Monday to Friday office hours, with occasional evening work for which time off in lieu will be given).

### **Who are we looking for...?**

We are looking for a highly motivated individual, with experience of working directly with an adult client group. The successful candidate will have excellent communication and organisational skills, demonstrating a strong ability to working sensitively with adults over the age of 18 years of age who are Carers.

### ***What will the successful applicant be doing...?***

They will work with newly referred Adult Carers, offering support which will help to reduce the impact of their caring role. They will create a package of support, tailored to the needs of the Carer. The Adult Carers Wellbeing team aim to help Carers so that they get the support they need, preventing their caring role from having a negative impact on their social, mental, and physical wellbeing.

### **Main Duties and Responsibilities**

#### **Purpose of the Post:**

- To provide support, advice, information and opportunities to Adult Carers who are providing regular and ongoing care to another adult who because of their illness, disability, addition to substance misuse could not cope without their support.
- To carry out statutory Carers Assessments for Carers using a person-centred approach, ensuring that all the Carers' needs are identified and recorded accurately throughout the assessment.
- To provide a tailored support plan following a Carers Assessment.
- To support Carers in seeking outcomes that will maintain or improve their wellbeing and prevent carer break down.
- To liaise with other organisations that may be able to provide additional support to Carers including Health, Social Services and other Voluntary Organisations.

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#### **Key Duties and Responsibilities**

- 1) Assess eligibility of new referrals of Carers and register those eligible and signpost those who are not.
- 2) Provide information, advice, 1:1 emotional support, and advocacy services to Carers via telephone, face to face support or home visits where necessary, at point of registration and when Carers return for support.
- 3) Ensure Carers are registered onto our internal electronic recording system along with all contacts with the Carer on an ongoing basis, accurately and efficiently in a timely manner.
- 4) Work within an established Carer Support Pathway to ensure and maintain a high level of knowledge and understanding of the services and benefits available to Carers. Ensuring Carers are receiving all appropriate services, support, and information.
- 5) Undertake individual statutory Carers Assessments with Carers via telephone, face to face and occasionally by home visits in a timely manner.
- 6) Write personalised Support Plans for detailing services available to the Carer, internal & external, in order to meet the needs identified during the Assessment.

- 7) Enter all Assessments undertaken onto the internal & external electronic recording systems accurately and efficiently. Ensure that all documents are issued to Carers following an assessment and any documents that are not returned within set timescales are followed up with the Carer. Carer records must be managed and filed in line with internal protocols.
- 8) Make referrals to internal and external services, at the request of the Carer, ensuring identified needs have been met in a timely manner.
- 9) Liaise with other organisations and advocate for Carers, either collectively or on a case-by-case basis, this may be in cases where services provided are either not appropriate or not available.
- 10) Facilitate outreach sessions of Carer Support including facilitating Carer groups when required.
- 11) Participate in and/or facilitate training events as required by the Line Manager, to support your role and Carers.
- 12) Help plan, organise and become involved in Carers Centre events such as open days, evenings, Carers Week etc. To promote the services of the Centre and raise awareness of Carers issues.
- 13) Take part in and support team working, this will include active participation in supervision and support sessions, team meetings and appraisals.
- 14) Maintain accurate records and files of on-going work and participate in monitoring and evaluation.
- 15) Work with your colleagues across St Helens Carers Centre, to maintain an equitable service to Carers taking a whole system approach to Carer support.
- 16) Share information in a professional manner, maintaining strict confidentiality.
- 17) Work responsibly, complying with Safeguarding Adults & Children and ensuring all safeguarding concerns are acted upon immediately.
- 18) Be responsible, with other members of staff, for ensuring the work undertaken complies with the Centre's Health & Safety Policy.
- 19) Work within all Policies and Procedures of the organisation and keep up to date with the Staff Handbook.
- 20) Work flexibly to ensure support is available during core hours, and by meeting the needs of all Carers, which will require regular evening working and occasional weekend work.

**Scope and Limits of Authority:**

Planning and organising of workload will be done in consultation with Line Manager and team.

**Additional Duties:**

It is the nature of the work that tasks and responsibilities are, in many circumstances, unpredicted and varied. All employees are therefore required to work in a flexible way when the occasion arises, so that tasks which are not specifically covered by their job description are undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work, and they will normally be compatible with the regular type of work. If the additional responsibility becomes a regular and frequent part of the of the employee's job, it will be included in their job description after consultation with the employee.

## Person Specification

### **Wellbeing Officer – Carer Registrations & Assessments**

This person specification describes the personal attributes that we are seeking in a potential employee. You should refer to this when completing your application form as we need to ensure you are suitable for the role

#### **ESSENTIAL CRITERIA**

1. **EDUCATED** to a good standard of education, with 5 GCSE grades A-C.
2. **KNOWLEDGE** - A good understanding and knowledge of Carer issues
3. **EXPERIENCE** of using IT systems, including Microsoft Word and Excel with excellent data entry skills at intermediate to advanced levels and using the internet and email systems at intermediate level.
4. **ABILITY & SKILL** to work under pressure with changing demands and workloads so that tasks are completed within a timely manner.
5. **ABILITY & SKILL** to maintain confidential records and a clear understanding of confidentiality.
6. **ABILITY & SKILL** to work on your own initiative whilst also working in a supportive manner within a team and building good relationships.
7. **SKILL** of excellent written and verbal communication, including listening skills. With excellent English.
8. **ABILITY & SKILL** to identify potential safeguarding concerns and respond in accordance with safeguarding policy and procedures.
9. **ABILITY** to work occasional evening and weekend work.

#### **DESIREABLE CRITERIA**

10. **QUALIFICATION** in Social Care, Youth Work, Health or Education.
11. **EXPERIENCE** – Working with a vulnerable client group.
12. **EXPERIENCE** of one-to-one client work within a health/benefits/advice service or related field
13. **KNOWLEDGE** - A good understanding of The Care Act, Children & Families Act, the Voluntary Sector and Health & Social Care services

All staff appointments are subject to enhanced DBS Checks and satisfactory references (1 from your current / previous employer)

## **General Terms & Conditions**

**Job Title:** Wellbeing Officer – Carer Registrations & Assessments

**Employed By:** St Helens Carers Centre

**Reports To:** Adult Wellbeing Manager

**Contract Type:** Permanent

**Salary:** £29,373 - £30,421 gross per annum

**Hours:** Full Time 37 hours per week:

37 hours per week covering our core hours of Mondays to Fridays 9.00am – 4.30pm (4.00pm Fridays) with an unpaid lunch break of at least 30 minutes. The remaining hours will be worked between 8.45am and 5pm.

From time to time an employee may be required to undertake duties in excess of these hours. When such work is needed, reasonable effort will be made to give employees advance notice of the requirement so as to minimise any personal inconvenience that this would otherwise mean for them. In these circumstances no overtime is payable but time in lieu will be granted.

**Based:** Adult Carers Centre, 31-35 Baldwin Street, St Helens, WA10 2RS.

**Pension:** Auto Enrolled Pension scheme of which 3% is paid by St Helens Carers Centre

**Holiday Entitlement:**

25 days per year plus 8 bank holidays (After 5 years of service, this rises by 1 additional day per year to a max of 30 days plus bank holidays)

**Other:**

- Job satisfaction! The chance to make a real, long-lasting difference to the lives of Carers.
- Staff Autonomy – Staff have a real say on how we shape and improve our service delivery.
- Flexible time in lieu arrangements.
- Training and Career development opportunities, with access to training courses offered by the Local Authority and through external providers.
- Regular supervisions.
- Free hot drink.
- Complimentary events to reward staff at least twice a year.
- A great team environment.
- Occupational Sickness pay of upto 26 weeks (after qualifying periods).
- Staff Afternoons, giving all staff the opportunity to meet up with all staff across the organisation and receive updates on our achievements and plans for the future.