

March 2026

Dear Applicant

**Recruitment of Parent Carer (SEND) Wellbeing Officer (37 Hours)**

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 provide dedicated information and advice to Parent Carers who look after a child who has Special Educational Needs & Disabilities (SEND). The support they offer will help them in their caring role.

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 Parent 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 **3pm Tuesday 31<sup>st</sup> March 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 Wednesday 15<sup>th</sup> April and shortlisted candidates will be notified before 4pm on Friday 10<sup>th</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:	Parent Carer (SEND) Wellbeing Officer
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 of a person under 25 years of age who have additional needs due to SEND.

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

They will work with newly referred Adult Parent 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 Adult Parent 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**

- 1) To undertake Carer registrations with all Adult Parent Carers following referrals from other agencies and self-referrals into the service.
- 2) To provide information, advice, emotional support, and advocacy services to Parent Carers via telephone, face to face support or home visits where necessary, at point of registration and when Parent Carers return for support.
- 3) To ensure Parent 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) To provide emotional support, maintaining a professional yet empathetic approach to Carers.
- 5) To 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 Parent Carers. Ensuring Parent Carers are receiving all appropriate services, support, and information.
- 6) Facilitate a monthly Parent Carer Wellbeing group, giving them the opportunity to meet with other Parent Carers.
- 7) To work closely with Listen 4 Change in supporting Parent Carers, referring Parent Carers into their service and accepting referrals from them.
- 8) To organise and co-facilitate specific Parent Carer workshops on topics that will support Parent Carers in their role.
- 9) To make referrals to internal and external services, at the request of the Parent Carer, ensuring identified needs have been met in a timely manner.
- 10) To liaise with other organisations and advocate for Parent 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.

- 11) To facilitate outreach sessions of Carer Support including facilitating Carer groups when required.
- 12) To participate in and/or facilitate training events as required by the Line Manager, to support your role and Carers.
- 13) To help plan, organise and become involved in Carers Centre events such as open days, evenings, CarersWeek etc. To promote the services of the Centre and raise awareness of Carers issues.
- 14) To assist Senior Management in identifying areas of work to be undertaken and in the planning and development of these.
- 15) To take part in and support the Adult Carer Wellbeing Team, this will include active participation in supervision and support sessions, team meetings and appraisals.
- 16) To contribute to the collection of data about Carers, their needs, and the provision of services.
- 17) To maintain accurate records and files of on-going work and participate in monitoring and evaluation.
- 18) To work with your colleagues across St Helens Carers Centre, to maintain an equitable service to Carers taking a whole system approach to carer Support.
- 19) To share information in a professional manner, maintaining strict confidentiality.
- 20) To work responsibly, complying with Safeguarding Adults & Children and ensuring all safeguarding concerns are acted upon immediately.
- 21) To be responsible, with other members of staff, for ensuring the work undertaken complies with the Centre's Health & Safety Policy.
- 22) To work within all Policies and Procedures of the organisation and keep up to date with the Staff Handbook.
- 23) To work flexibly to ensure support is available during core hours, and by meeting the needs of all Carers, which will require being on a staff rota to cover our late-night evening 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

### Parent Carer (SEND) Wellbeing Officer

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 of Special Educational Needs & Disabilities (SEND)
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.
7. **SKILL** of excellent written and verbal communication, including listening skills.
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. **KNOWLEDGE** - A good understanding of the impact of caring responsibilities on Adults.
11. **QUALIFICATION** in Social Care, Youth Work, Health or Education.
12. **EXPERIENCE** – Working with a vulnerable client.
13. **EXPERIENCE** of one-to-one client work within a health/benefits/advice service or related field
14. **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:** Parent Carer (SEND) Wellbeing Officer

**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 Parent 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.
- Annual Appraisals
- Free hot drink facilities.
- Complimentary events to reward staff at least twice a year.
- A great team environment.
- Sick pay (after the probationary period).
- 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.