



Carers Support Centre  
Bristol & S. Gloucestershire

## Carers Support Centre

The Vassall Centre, Gill Avenue,  
Fishponds, Bristol BS16 2QQ  
Admin Line: 0117 939 2562  
Carersline: 0117 965 2200  
[www.carerssupportcentre.org.uk](http://www.carerssupportcentre.org.uk)  
[info@carerssupportcentre.org.uk](mailto:info@carerssupportcentre.org.uk)

### Opportunities available to help make life better for carers

Carers Support Centre (CSC) Bristol and South Gloucestershire provides a wide range of information, advice, and support services for unpaid adult and young (children) carers.

A carer is someone who provides support to family or friends who could not manage without this help. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems. All the care they give is unpaid. Three out of five people in the UK will become carers at some time in their lives.

We currently have vacancies in our Carers Support Team working to provide advice, information, and support to carers by telephone and e-mail.

### Carers Support Officer (Telephone)

**Hours:** 26.5 per week – worked Tuesday, Wednesday, and Thursday 9 am - 5 pm. Fridays 9.30 am - 1.30 pm.

**Salary:** £16,836 actual per annum (£23,824 FTE)

### Aims of the post

- Provide information, advice, and guidance, to carers over the telephone.
- Refer carers to appropriate services and support both internally and externally
- Undertake telephone-based assessments, reviews, and casework
- Recruit, train and manage CarersLine Volunteers

### Experience/Knowledge

- Recent and relevant experience of information, support, and advice work
- An excellent understanding of the needs and issues for carers
- Demonstrable experience of working with individuals needing emotional support/in crisis
- Experience of working with and overseeing the work of Volunteers

If you would like to know more about this role, please call Dawn Osborne-Tiller on 0117 939 2562 for further information.

A full job description/personal specification, application form and equal opportunities form can be found on our website at [www.carerssupportcentre.org.uk/vacancies](http://www.carerssupportcentre.org.uk/vacancies). All applications must be



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Company Number 3377199 Charity Number 106326



returned to [recruitment@carerssupportcentre.org.uk](mailto:recruitment@carerssupportcentre.org.uk).

There are 2 ways that you can apply for this role:

- Email a CV **and** a covering letter detailing how you meet the criteria are detailed in the role job description/person specification. Applications that do not have both documents provided will not be considered.
- Download, complete and return the application form and equal opportunities form. Applications that are not fully completed will not be considered.

If you do not have access to the internet, please call our office on 0117 9392562 or email: [recruitment@carerssupportcentre.org.uk](mailto:recruitment@carerssupportcentre.org.uk)

**Closing date:** Monday 4<sup>th</sup> July 2022 @ 12 noon

**Interview date:** Tuesday 12<sup>th</sup> July 2022

**Registered Charity Number: 1063226**

*We are an Equal Opportunities employer and our workplace is free of barriers and fully accessible for people with disabilities. We are committed to safeguarding children, young people and vulnerable adults; from recruitment of staff through to supporting our team working with families and carers in crisis.*



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