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Job Description

Job Title: Freelance Advice and Training Specialist (Welfare Benefits)

Responsible to: Advice & Information Coordinator

Staff reporting: None

Department: Carers Services

Contract: Freelance/self-employed

Salary: £20 per hour

Hours: Ad hoc basis - hours allocated as required (estimated 3-4 hours per week)

Location: Remote/home-based

Date updated: March 2025

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## Introduction

The Carer Services directorate is responsible for providing support services to unpaid carers (who look after someone with an illness, long-term condition, frailty, disability, a mental health problem or an addiction, who could not cope without their support). Our services include providing information and advice, resources and digital content, our telephone and email helpline, peer support services for unpaid carers and volunteering opportunities.

Our Advice Team supports Carers UK colleagues by providing expert knowledge on the benefits and welfare system, legislation and policy, services, and practice as they relate to carers. Additionally, the team plays a key role in reviewing Carers UK’s help and advice resources, including our website, factsheets and information booklets. As our services continue to evolve, increasingly we require support in delivering online information and advice sessions and training. This may involve working directly with carers or engaging with external stakeholders/professionals involved in social care or supporting unpaid carers.

We are seeking a Freelance Advice and Training Specialist to join our Advice Team to primarily support the delivery of information and advice sessions and training, and to assist with policy matters and welfare benefit related content. Advice sessions will range from basic information on benefits and how to apply, to in-depth training for professionals for example on how to support carers with applications. The role will also involve advising colleagues on the operational and technical aspects of the benefits and welfare system, referencing case law where applicable, providing worked examples to clarify policy changes, interpreting the risks or benefits of government or other policy proposals, and contributing to developing options for improving the benefits system for unpaid carers.

When needed, the Advice and Training Specialist may be called on to support our other advisers on our email Helpline service, answering e-mails on welfare benefits issues that affect carers and their families.

Applicants should have experience in advising and delivering training on welfare benefits and policy, with a strong understanding of how these systems impact carers across all four nations of the UK. The role is home-based and there is no requirement to visit the Carers UK office. Full training and support will be provided on our IT systems including our database.

# Job Description

## Main Responsibilities

1. Deliver information and advice sessions to unpaid carers and other stakeholders on welfare benefits related topics, as well as general social care information and guidance.
2. Provide support to Policy and Public Affairs colleagues, providing guidance and insight on the welfare benefit system and policy.
3. Contribute to the review and update of our information and advice content including our website, resources and factsheets.
4. Keep up to date with developments in legislation and the policy and practice of statutory and voluntary agencies that may affect the rights of carers or the people they look after.
5. Provide occasional support on the Carers UK Helpline service (via email only), providing accurate, clear, tailored information and advice to carers, with a focus on welfare benefits, along with general support in health and social care.
6. To keep accurate records of the advice given on the Carers UK Helpline, in line with our privacy and confidentiality policy, using Carers UK’s Helpline logs and database.

**General**

1. Work at all times in accordance with all policies and procedures of Carers UK including the Equal Opportunities, Confidentiality and Safeguarding policies and procedures.
2. Comply with the data protection regulations, ensuring that information on members, supporters, employees and volunteers remains confidential.

**Person Specification**

## **Essential**

Skills and Experience

1. Substantial recent experience of advising and delivering training sessions on the welfare benefits system and policy.
2. In-depth knowledge of welfare benefits guidance as it affects carers and the people they care for, across the four nations of the UK.
3. Knowledge and understanding of the issues and needs facing carers and their families.
4. Knowledge of the range and type of support (statutory and non-statutory) available to carers and the people cared for.
5. An ability to communicate complex information regarding the welfare benefits system and carers’ rights and entitlements clearly, adapting to different stakeholders in various formats including presentation and email.
6. Organisational ability and an ordered systematic approach to work.
7. Good IT skills – including proficiency in Microsoft Office, Zoom and the ability to use databases to record information.
8. Understanding of, and commitment to, implementing Carers UK’s Equal Opportunitiespolicy and safeguarding policy in all areas of work.
9. An understanding of and ability to adhere to GDPR and data protection policies.

## **Desirable**

1. An understanding of community care law as it affects carers and the people they care for.
2. An ability to respond to enquiries surrounding employment issues.

**Review**

This job description gives an outline of the main duties of the post. It does not form part of the contract of employment and may be changed from time to time in consultation with the post holder.

**Our Values**

Carers are at the heart of everything we do. We are:

* **Attentive**
* we welcome everyone and are always supportive and ready to help
* we listen carefully and respond with expertise and understanding.
* **Ambitious**
* we’re courageous and innovative, aiming high and seeking out new ideas and opportunities that take us forward
* we are always learning and improving, pushing boundaries to increase our impact.
* **Achievers**
* we are passionate about what we do and tenacious in our pursuit of change
* we adapt to new challenges and are always striving for excellence
* we love to collaborate and enjoy working with others to reach our goals.

**Diversity and inclusion**

Carers UK is committed to becoming a diverse and truly inclusive organisation. We strive to create a workplace where our colleagues and volunteers can truly be themselves and feel like they belong and constantly seek to ensure all voices are heard.

To embrace this culture of diversity, our employee and volunteer recruitment should reflect our stakeholders and the society that we serve and support, regardless of age, race, gender, sexual orientation, physical abilities, disabilities or religious practices. We value individual diversity and are actively building diverse teams here at Carers UK and value our colleagues from a wide range of backgrounds.

As a membership charity for carers, we particularly seek employees and volunteers with a real understanding of the issues faced by carers. Reasonable adjustments can be made to the process and role dependent on the needs of the applicant.

**Terms of Appointment**

**Salary**: £20 per hour

**Contract:** Freelance/self-employed

**Location:** Remote/home-based

**Hours:** Ad hoc basis – hours allocated as required (estimated 4 hours per week)