



## **2 x Carers Information & Advice Service (CIAS) Assistant positions**

**1 x 15 hours a week – worked 9am – 5pm Thursday and Friday**

**Salary NJC Scale 3 points 5 – 6**

**Starting at point 5 £19,650 per annum – (£8,421 based on pro rata 15 hours per week per annum)**

Fixed term contract until 31<sup>st</sup> August 2023 (possibility of extension subject to funding)

**1 x Full time - 35 hours a week – working hours between 9am - 5pm Monday to Friday**

**Salary NJC Scale 3 points 5 – 6**

**Starting at point 5 £19,650 per annum**

12 month fixed term contract (possibility of extension subject to funding)

**Do you feel passionate about supporting unpaid carers?**

**If yes, we would love to hear from you.**

The CIAS Assistant will provide information and emotional support for carers, as part of a team, mainly through the helpline, but also at times through face-to-face appointments, carer events and publications.

The role involves:

- mainly providing helpline cover, dealing with enquiries, providing up-to-date information and follow up action
- supporting carers attending the office in person to talk through their situation
- maintaining accurate records on the electronic database
- mailing out information packs and making courtesy calls to new carers to check whether they need any additional information
- assisting other staff with the collection of monitoring information and carer feedback on the quality of the service.

We are looking for someone who is a good listener, has excellent communication skills, motivated, pays excellent attention to detail, and is approachable and enthusiastic to take on this role within Bolton Carers Support as a member of our small friendly team.

For an informal chat to find out more about the role please contact Georgette Kay, Chief Officer on 01204 363056.

- **Closing date for applications: 12 noon Thursday 19th May 2022**
- **Interview date: Thursday 26<sup>th</sup> May 2022**
- Please request an application pack by emailing: [info@boltoncarers.org.uk](mailto:info@boltoncarers.org.uk) putting
- **'CIAS Assistant 15 hours' or 'CIAS Assistant full time'** as the subject, or by contacting Bolton Carers Support tel. 01204 363056.

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