

# CASS THE CARERS ASSOCIATION

## JOB DESCRIPTION

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<b>Title of post:</b>	<b>Communications Officer – Temporary to Cover Maternity Leave.</b>
<b>Hours of work:</b>	<b>16 hours per week (to be worked flexibly) Mon - Fri</b>
<b>Salary:</b>	<b>£19,498.05 per annum pro rata</b>
<b>Probationary period:</b>	<b>3 months</b>
<b>Responsible to:</b>	<b>Chief Operating Officer (COO)</b>
<b>Responsible for:</b>	<b>This post has no responsibility for staff</b>
<b>Pension:</b>	<b>Auto enrolment (Nest)</b>
<b>Holiday Entitlement:</b>	<b>23 days pro rata (plus one additional day for every year of service up to a maximum of 5) plus 8 statutory holidays (pro rata)</b>
<b>Place of Work:</b>	<b>F2/F4 Tollgate Court, Tollgate Drive, Stafford. ST16 3HS</b>

### **Background:**

CASS supports adult Carers living within the local authority administrative districts of Stafford, South Staffs, Lichfield, Tamworth, East Staffs and Cannock Chase, through the provision of advice, information and emotional support.

### **Aims of post:**

Provide a service to support Carers and the work of the organisation. To be involved with developing new projects including research and development.

### **Main Tasks and Responsibilities:**

1. To be involved in the development of new projects as determined by the Chief Operating Officer.
2. Undertake and organise promotional events e.g. Carers week, Carers rights day, and gather information to inform these events on behalf of the organisation and the Carers we support.

3. To support other roles within the organisation with cover for holiday and sick leave or increased demand in other departments, when necessary, at the request of the C.O.O.
4. Raise awareness of CASS and its services with relevant agencies and the general public.
5. To support an ongoing programme of publicity for the service including social media.
6. To assist the Volunteer Coordinator to recruit via advertisements and social media and to effectively promote the work of the organisation to potential volunteers.
7. To occasionally attend CASS groups and events to take photographs and anecdotal information to promote the service/s
8. To raise awareness of the benefits of CASS services to users, Carers and other organisations. Maintain close working links with appropriate staff in other agencies to ensure to ensure Carers can be referred or signposted to universal services and other support where required.
9. To follow up any queries or requests for help from those engaging with CASS services, by signposting to the relevant CASS team member. Maintain accurate client records on the central recording system (Charity log) if the need arises.
10. Provide monitoring and accurate reports (including the development and analysis of customer satisfaction surveys) as directed by the Chief Operating Officer.
11. To manage and prioritise own workload in agreement with the COO. To participate in regular team meetings and to work as part of a team to ensure the smooth and effective running of CASS.
12. To support general office tasks, phone calls, photocopying, filing etc.
13. Produce information for Carers, CASS Staff, Volunteers and Trustees to enable them to be informed, up to date and engaged with the work of CASS and other organisations e.g. CASS newsletter
14. Design, produce and evaluate promotional material in a variety of formats with input from The Chief Operating Officer.
15. To carry out the duties of the post with strict adherence to all CASS policies and procedures, to consult and liaise with the COO with regard to the key aspects of the work, and to supply him/her with monthly statistics and other information as required and to co-operate in Quality Assurance exercises.

**Additional Duties:**

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

**Staff Development:**

1. All staff undergo an induction programme that gives clear guidance on the aims and values of the organisation and acceptable standards of performance and behaviour in carrying out their role.
2. The post holder will receive regular one-to-one supervision and support, in line with CASS policy.
3. Further training opportunities for professional and personal development will be provided, as appropriate and according to identified need. This may be as an individual or as part of the CASS team.

