Care for the Carers

# JOB DESCRIPTION

**Title:**  Services Manager – Young Carers

**Salary:** £30,507 per annum (Point 27 on the NJC Pay Scale)

**Hours:** 37 hours per week. Hours will usually be worked during normal office hours, and in the early evenings when required for service delivery, however, occasional weekend or residential working may be required.

**Accountable to:** Director of Services

**Location:** The post is currently based at Care for the Carers’ office in Eastbourne, and will include travel within East Sussex. Some home working may be possible where it meets service needs.

**Job Purpose:** To coordinate, develop and deliver quality support services for young carers through a variety of approaches including group activities, one-to-one targeted support and respite opportunities.

To ensure appropriate strategies are in place to proactively identify young carers, including via GPs, hospitals, schools, social services, voluntary agencies and self-referrals.

**Functional**

**Relationships with:** Young carers across East Sussex, Care for the Carers staff and volunteers, voluntary and statutory sector partners.

**Responsible for:** Up to 5 direct reports, and a team of volunteers.

***Key Responsibilities:***

**Operational delivery**

1. To coordinate, develop and deliver quality support services for young carers through a variety of approaches including group activities, one-to-one targeted support and respite opportunities.
2. To coordinate and provide support for young people and support them in making informed choices around issues relating to their caring role and as a young person.
3. To advocate on behalf of young people on a range of issues responding to individual needs.
4. To identify where group support, including youth clubs, workshops, training and learning, will address young carers’ needs, and plan and deliver such support, working as appropriate with colleagues and volunteers to maximise outcomes for carers.
5. To liaise with partner agency staff, in particular the County’s statutory service for young carers, to ensure seamless referral of young carers and maximise our collective offer to young carers.
6. To ensure appropriate strategies are in place to proactively identify young carers, including via GPs, hospitals, schools, social services, voluntary agencies and self-referrals.
7. To proactively work with schools (including primary and secondary) to identify and support young carers; this may include developing, planning and delivering assemblies, attending school events to raise awareness of young carers with pupils and teaching staff, working with/supporting young carers; identifying link workers to help raise awareness of young carers in schools; encouraging schools to share good practices and experiences.
8. To keep orderly and confidential records of all work completed and ongoing for individual carers.
9. To keep up to date records of your work and others as directed by your line manager.
10. To produce information, data and analysis for monthly, quarterly and annual reports.
11. To collect data and monitor and evaluate activities to ensure outcomes are achieved and documented for young carers.

**Operational management**

1. To provide day-to-day management support, induction and coaching, regular one-to-one meetings, and performance development and review for staff and volunteers delivering young carers services, with an understanding that this team will grow as new services are developed.
2. To work with colleagues and young carers to identify areas of unmet need and develop services to address need, including contributing to fundraising activity.
3. To empower young carers to fully participate in the development and monitoring of internal and external services, and to represent young carers’ concerns and issues.
4. To keep up to date with key issues and developments of interest to young carers, both nationally and locally, including legislation changes and key campaigns, and use this knowledge to inform service design and delivery.
5. To maintain an awareness of national good practice in working with young people and ensure that the organisation is able to deliver positive outcomes for young carers, reflecting sound management and Care for the Carers’ values.
6. To ensure that all young carer services are delivered with good practice in relation to safeguarding children and young people at their core.
7. To develop and adhere to project budgets.

**Project growth and development**

1. To carry out development work to expand delivery of further services for young carers throughout East Sussex in line with the organisation’s strategic aims and according to the needs of young carers.
2. To develop appropriate methods to monitor and evaluate Care for the Carers’ services to young carers, and ensure this is incorporated into planning.
3. To produce reports, research and strategies to inform management, Board and external stakeholders.
4. In partnership with the Communications Officer, to develop appropriate and engaging promotional materials and resources for our young carer services.
5. In collaboration with Senior Management Team colleagues, to work with voluntary and statutory partners to help them recognise and incorporate young carers’ needs in strategic planning and service provision.

**General**

1. To organise and manage your workload in an effective and efficient manner.
2. To actively participate in staff meetings, management meetings and in own supervision, training and appraisal.
3. To maintain strong working relationships with internal and external colleagues, attending networking events and meetings as agreed.
4. To support, promote and work in accordance with Care for the Carers’ values, policies, aims and objectives at all times.
5. To carry out all the above with an understanding of and commitment to equality and inclusion.
6. To carry out any other work or duties that are reasonably requested.

**Please note, this Job Description is intended to outline the main duties of the post and may change as the post and organisation develops.**

July 2020