

Job Description

Title:	Senior Team Leader – Mental Health Carers Project
Salary:	£30,451 per annum (Point 26 on the NJC Pay Scale)
Contract term:	Fixed term for 12 months, with possibility of extension
Hours:	37 hours per week. Hours will mostly be worked during normal office hours, with some evening or weekend working required to provide accessible support to working carers.
Accountable to:	Services Manager – Adult Carers
Location:	The post holder will work across a range of community settings, with office space usually being provided at Care for the Carers' office in Eastbourne (currently closed due to Covid-19), with remote working available. The post holder's main community duties will usually take place in settings within acute and community-based mental health services, however work anywhere within East Sussex may be required.
Job Purpose:	To provide line management support to up to 5 team members; to support the delivery of quality services to local carers; to project manage the Mental Health Carers Project; to work with senior management to develop the service; to represent the organisation at strategic events.
Functional Relationships with:	Carers across East Sussex, Care for the Carers staff and volunteers, voluntary and statutory sector partners.
Responsible for:	Up to 5 team members.

Key Responsibilities:

1. Provide day-to-day management support, induction and coaching, regular one-to-one meetings, and performance development and review to up to 5 direct reports.
2. Ensure that team members carry out their roles effectively and appropriately, and that Care for the Carers services are delivered to a high quality.

3. Project manage the Mental Health Carers Project, planning, delivering and evaluating project activity in line with commissioning and organisational requirements. To agree an implementation and project plan with your line manager in relation to the project, and report on project progress and outcomes at agreed intervals. To support the wider team to build its knowledge in supporting carers of people with mental health issues.
4. Co-ordinate day-to-day service planning to ensure that operational services are staffed appropriately (e.g. rota planning, sickness cover etc.).
5. Produce monitoring reports as required by service commissioners.
6. Support the Wider Management Team and deputise as required, such as supporting additional direct reports during another Team Leader's absence.
7. Deputise for the Senior Management Team as required.
8. Support the development of Care for the Carers' service delivery in local communities.
9. Provide carers with information and support via a range of methods and community locations, as outlined in the relevant project plan (see point 3 above), to include:
 - a. Face to face support, both one to one (at Carers Clinics, the Carers Centre, home visits and meetings in neutral venues) and through support groups.
 - b. Telephone support, responding to carers' queries via Carers Hub, and as part of casework.
 - c. Email and online support, including social media - as part of Carers Hub, and ongoing casework.
10. Work with carers to empower them to prioritise their own health and wellbeing, and to access the support they are entitled to, including Carers Assessments and health checks.
11. Support the delivery training, wellbeing or engagement sessions to groups of carers.
12. Work with colleagues in the NHS, Social Care and the voluntary sector:
 - a. To identify carers, obtain referrals and inform good practice in relation to carers.
 - b. Undertaking joint working with partner organisations on casework, attending multi-agency meetings, and sharing case updates with carers and colleagues in line with data protection legislation and carers' wishes.
13. Promote Care for the Carers and develop partnerships in East Sussex by attendance of meetings, local forums and networking with professionals who work with carers.
14. Promote carer awareness, carer friendly communities, identify carer ambassadors, and raise the profile of Care for the Carers.
15. Keep records up to date at all times and in line with Care for the Carers' policies and procedures, supporting the monitoring and evaluation of our services.
16. Take an active part in and support the leadership of team meetings.
17. Actively participate in own supervision, appraisal and personal development.
18. Promote carers' interests to health and social care professionals.
19. Represent Care for the Carers and carers' voices at networking events and meetings.

20. Support the dissemination of Care for the Carers Information at community outlets and/or events.
21. Act at all times in accordance with Care for the Carers' policies and in a way that will ensure the reputation of the organisation is maintained.
22. Carry out any other duties commensurate with the post, as agreed with your line manager.
23. Carry out all of the above with an understanding of and commitment to inclusion, equal opportunities and diversity.

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

March 2021