

Job Description

Title:	Services Manager – Communities
Salary:	£31,346 per annum (Point 27 on the NJC Pay Scale)
Contract term:	Permanent
Hours:	37 hours per week. Hours will usually be worked during normal office hours, although some occasional evening or weekend working will be required.
Accountable to:	Director of Services
Location:	Office space for the post-holder will initially be provided at Care for the Carers' office in Eastbourne (currently closed due to Covid-19), then at our Satellite Carers Centres to be developed in 2021/22 in Hastings and Uckfield, and with some remote working available. The post-holder will be required to travel within East Sussex.
Job Purpose:	<ul style="list-style-type: none"> • To plan, set up, deliver and evaluate two new Satellite Carers Centres in Hastings and Uckfield. • To strategically plan and deliver community development and carer awareness activities, and co-ordinate the organisation's community development approach. • To coordinate, develop and deliver quality support services for 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 carers, including via primary and secondary healthcare providers, social services, voluntary agencies and self-referrals.
Functional Relationships with:	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 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 our carer services and community development work.

2. To work with colleagues and carers to identify areas of unmet need and develop services to address need, including contributing to fundraising activity.
3. To empower carers to fully participate in the development and monitoring of internal and external services, and to represent carers' concerns and issues.
4. To keep up to date with key issues and developments of interest to 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 carers and ensure that the organisation is able to deliver positive outcomes for carers, reflecting sound management and Care for the Carers' values.
6. To ensure that all carer services are delivered with good practice in relation to safeguarding vulnerable adults and children and young people at their core.
7. To develop and adhere to project budgets.

Operational delivery

1. To strategically plan and deliver community development and carer awareness activities, and co-ordinate the organisation's community development approach.
2. To coordinate, develop and deliver quality support services for carers through a variety of approaches including group activities, one-to-one targeted support and respite opportunities.
3. To coordinate and provide support for carers and support them in making informed choices around issues relating to their caring role.
4. To advocate on behalf of carers on a range of issues responding to individual needs.
5. To identify where group support, including support groups, workshops, training and learning, will address carers' needs, and plan and deliver such support, working as appropriate with colleagues and volunteers to maximise outcomes for carers.
6. To liaise with partner agency staff, in particular agencies also delivering carer support provision, to ensure seamless referral of carers and maximise our collective offer to carers.
7. To ensure appropriate strategies are in place to proactively identify and engage with hidden carers, including via primary and secondary healthcare providers, social services, voluntary agencies and self-referrals.
8. To proactively work with partners to identify and support carers; this may include attending partner events to raise awareness of carers, identifying link workers to help raise awareness of carers; encouraging partners to share good practices and experiences.
9. To keep orderly and confidential records of all work completed and ongoing for individual carers.
10. To keep up to date records of your work and others as directed by your line manager.
11. To produce information, data and analysis for monthly, quarterly and annual reports, and for performance reports as required by funders and commissioners.
12. To collect data and monitor and evaluate activities to ensure outcomes are achieved and documented for carers.

Project growth and development

1. To plan, set up, deliver and evaluate two new Satellite Carers Centres in Hastings and Uckfield.

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

April 2021