

Job Description

Title:	Team Leader – Primary Care Project
Salary:	£27,741 per annum (Point 23 on the NJC Pay Scale)
Contract term:	Fixed term post, 1 st July 2021 to 31 st March 2022, with possibility of extension.
Hours:	Hours worked are 37 hours per week. Hours will usually be worked Monday to Friday between 9am and 5pm, although some occasional evening or weekend working may be required.
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 within the Hastings area, within GP practice settings, however, work anywhere within East Sussex may be required.
Job Purpose:	<p>To provide line management support to up to 5 team members;</p> <p>to support the delivery of quality services to local carers;</p> <p>to work closely with Primary Care to achieve project outcomes;</p> <p>to lead the delivery and development of the Primary Care Project.</p>
Functional Relationships with:	Carers, 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 Primary Care Project, supporting the project to complement the wider Carers Centre offer and reporting against agreed project activity. Agree a project plan with your line manager in relation to the Primary Care Project, and report on project progress and outcomes at agreed intervals.
4. Co-ordinate day-to-day service planning to ensure that operational services are staffed appropriately.
5. Contribute to compilation of 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. Support the development of Care for the Carers' service delivery in local communities.
8. Provide carers with information and support via a range of methods and in a variety of community locations, where appropriate as outlined in the relevant project plan (referred to in 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 the Carers Hub, and as part of ongoing casework
 - c. Email and online support, including social media and video calls - as part of the Carers Hub, ongoing casework, and through online support groups.
9. 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.
10. Support the occasional delivery training sessions to groups of carers.
11. Work with colleagues in the NHS, Social Care and the voluntary sector to best support carers:
 - a. To identify carers, obtain referrals and inform practice in relation to carers.
 - b. Undertake joint working with partner organisations on casework, attending Multi-Disciplinary Team Meetings, and sharing case updates with carers and colleagues in line with data protection legislation and carers' wishes.
12. 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.
13. Work in partnership with colleagues to promote carer awareness, carer friendly communities, identify carer champions and ambassadors, and raise the profile of Care for the Carers.

14. 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 the project.
15. Take an active part in and support the leadership of team and project planning meetings.
16. Actively participate in own supervision, appraisal and personal development.
17. Promote carers' interests to health and social care professionals, and represent Care for the Carers and the carer voice at networking events and / or meetings.
18. Support the dissemination of Care for the Carers Information at community outlets and / or events.
19. 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.
20. Act at all times in accordance with Care for the Carers' policies, including Equal Opportunities Policy, and in a way that will ensure the reputation of the organisation is maintained and enhanced.
21. Carry out any other duties commensurate with the post, as agreed with your line manager.

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