

Job Description

Title:	Head of Communities
Salary:	NJC Point 35 (SCP Scale PO4): £38,890 per annum
Contract term:	Permanent
Hours:	37 hours per week, usually to be worked during normal office hours, with some occasional evening or weekend hours required. Part time hours can be considered, minimum 30 hours per week.
Accountable to:	The Chief Executive
Location:	Currently based at our office in Eastbourne, with remote working available. The post includes some travel within East Sussex.
Job Purpose:	<p>To lead and develop Care for the Carers' work with communities, with particular emphasis on:</p> <ul style="list-style-type: none"> • Strategic leadership of community development, communications, volunteering and carer awareness activities. • Building our engagement with diverse communities. • Developing new satellite Carers Centres. • Line management support – staff delivering communities activity • Deputising for the Chief Executive
Functional Relationships with:	<p>Head of Services, Head of Resources, Fundraising Manager, Services Manager – Adult Carers, Services Manager – Young Carers, commissioners, funders, partners and colleagues.</p>
Responsible for:	<p>Up to 5 direct reports, and a team of volunteers. Oversight of team undertaking communities work.</p>

Key Responsibilities:

Leadership of Communities workstreams

1. Provide effective leadership to Care for the Carers teams delivering the following activity:
 - Satellite Carers Centres Project growth and development
 - i. Management lead for the planning, set up, delivery and evaluation of two new Satellite Carers Centres in Hastings and Uckfield, working with the Team Leader – Communities.

- ii. Develop further community workstreams in line with the organisation's strategic aims and carers' needs.
 - iii. Develop and deliver project plans for new work with communities.
 - iv. Develop appropriate methods to monitor and evaluate Care for the Carers' community work, and ensure impact measurement is incorporated into planning.
 - v. Produce reports, research and strategies to inform management, Board and external stakeholders.
 - vi. In partnership with the Communications Officer, develop appropriate and engaging promotional materials and resources.
- Carers Voices
 - i. Lead management responsibility for Carers Voices – carer engagement and the representation of carers' experiences, rights and needs to key stakeholders.
 - ii. Empower carers to fully participate in the development and monitoring of internal and external services, and to represent their concerns and issues.
 - iii. In partnership with the Chief Executive, to represent the views of carers at strategic partnership meetings and public events, and support carers to self-advocate and contribute to NHS, Social Care, and community sector engagement opportunities.
- Community Development and Carer Awareness
 - i. To ensure appropriate strategies are in place to proactively identify and engage with hidden carers and diverse communities, leading our Equality and Diversity workstream.
 - ii. To liaise with partner organisations, in particular partners providing services to carers, to align our shared strategic direction and maximise our collective offer to carers.
 - iii. To strategically plan and lead community development and carer awareness activities, co-ordinating the organisation's community development approach.
- Communications
 - i. Working with the Communications Officer, develop and maintain effective internal and external communications mechanisms.
 - ii. Keep up to date with key issues and developments affecting carers, both nationally and locally, including legislation changes and key campaigns, applying this to strategic planning and communications.
 - iii. Support the Communications Officer to produce quality external publications, reports and briefings.
- Volunteering
 - i. Working with the Volunteer Coordinator, develop and grow Care for the Carers' volunteer offer, integrating volunteering across the organisation and ensuring high quality support to volunteers.
- Activities
 - i. Working with the Activities Coordinator, plan a varied programme of carer activities.

2. Provide regular reports, statistics and outcomes monitoring to the Chief Executive, Board of Trustees, and funders.
3. Set targets to ensure the delivery of contracts, projects and the Strategic Plan.
4. Ensure appropriate, meaningful monitoring and evaluation practices.
5. Contribute to the development and reporting of relevant Quality Standards.
6. Develop and maintain Care for the Carers' strategies and delivery model for communities workstreams.
7. Ensure appropriate implementation of management and operational processes.
8. Develop and maintain effective internal practices to ensure the highest quality and efficiency across our communities workstreams.
9. Assist the Chief Executive with strategic development, tenders and funding bids and all operational aspects of Care for the Carers' management.
10. Develop and adhere to project budgets.

Organisational Management

1. Support the development and maintenance of effective internal practices to ensure the highest quality standards and efficiency.
2. Produce and implement strategy and policy to inform practice.
3. Assist the Chief Executive with service development, contribute to tenders and funding bids and developing the business case for supporting carers.

General

1. Take an active part in team meetings and management meetings.
2. Actively participate in own supervision and training.
3. 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.
4. Carry out all the above with an understanding of and commitment to Equality and Diversity.
5. Carry out any other duties commensurate with the level of the post, as agreed with the Chief Executive.

This Job Description is intended to outline the main duties of the post and may change as the post and organisation develops.

September 2021