

Job Description

Title:	Team Leader – Communities
Salary:	NJC Point 23 (SCP Scale SO1): £27,741 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:	Head of Communities
Location:	Currently based at our office in Eastbourne, with remote working available, and the potential to be based in Hastings and/or Uckfield. The post includes regular 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.• Community development and raising awareness of caring and carers' needs.• Coordination, development and delivery of quality support to local carers through a variety of approaches including group activities, one-to-one targeted support and respite opportunities.
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:

Project management and development

1. Working with the Head of Communities, to plan, set up, deliver and evaluate two new Satellite Carers Centres in Hastings and Uckfield.
2. To lead the day-to-day running of the two Satellite Carers Centres, supporting colleagues and volunteers to host the Centre and stepping in to deliver this in person when required:
 - a. providing a welcoming, pleasant and tidy environment,
 - b. ensuring correct and up-to-date information is displayed and maintained,
 - c. welcoming carers and professionals to the centre,

- d. engaging carers with all Care for the Carers services through the Satellite Carers Centre, enabling local carers to access the full breadth of available support closer to home
 - e. developing strong internal communication links, to proactively connect the Satellite Carers Centre and Care for the Carers' Head Office, ensuring consistency and quality across services
 - f. facilitating community use of the Satellite Carers Centre, e.g. managing room bookings.
- 3. Coordinate a programme of Satellite Carers Centre activities on site and within the Centres' local communities. To include carer support, awareness raising and peer networking opportunities for carers.
 - a. Work with colleagues to undertake a co-ordinated, strategic approach to community development and information stand planning, in order to promote early carer identification and increase reach to hidden carers.
 - b. Working with colleagues, ensure that services are delivered with good practice, with safeguarding vulnerable adults and children & young people at their core.
 - c. Monitor and evaluate activities to ensure outcomes are achieved and documented.
- 4. Provide carers with information and support, including face-to-face support (one-to-one and through support groups), telephone support, and email/online support.
 - a. Encourage carers to prioritise their own health and wellbeing, and access the support they are entitled to, including Carers Assessments and health checks, and making referrals as appropriate.
 - b. In partnership with the Communications Officer, develop appropriate and engaging promotional materials and resources for the Centres.
- 5. Develop and maintain local partnerships, raising awareness of carers and caring with local voluntary and statutory sector partners, businesses and communities, stimulating the development of carer resilience activity within communities.
 - a. Proactively liaise with partners to identify and support carers, in particular other carers' services, to ensure seamless reciprocal referrals and maximise our collective offer to carers.
 - b. Promote the development of carer-friendly communities, the Carers Card, and Think Carer training, along with Care for the Carers' campaigns, including fundraising and awareness-raising activity.
 - c. Support the delivery of occasional training sessions to groups of carers and/or professionals.
 - d. Represent Care for the Carers at community forums and networks, amplifying carers' voices and raising awareness of carers and caring.

6. Keep records up to date at all times and in line with Care for the Carers' policies and procedures, supporting monitoring and evaluation.
7. Develop and adhere to project budgets.
8. Maintain an awareness of national good practice in carer support and key issues for carers and apply this in delivering the project.

Management responsibilities

1. Provide day-to-day management support to up to 5 staff. To include: induction and coaching, regular one-to-one meetings, and performance development and reviews.
2. Develop, supervise and support a team of Satellite Carers Centre volunteers in their day-to-day roles, in liaison with the Volunteer Coordinator
3. Monitor and evaluate the Satellite Carers Centres, and associated activities, and incorporate impact measurement into the project planning.

General

1. Organise and manage your workload in an effective and efficient manner.
2. Produce information, data and analysis for monthly, quarterly and annual reports, and for performance reports as required by managers, trustees, funders and commissioners.
3. Actively participate in staff meetings, management meetings and in own supervision, training and performance review.
4. Maintain strong working relationships with internal and external colleagues, attending networking events and meetings as agreed.
5. Support, promote and work in accordance with Care for the Carers' values, policies, aims and objectives at all times, and in a way that will ensure the reputation of the organisation is maintained and enhanced.
6. To carry out all the above with an understanding of and commitment to equality and inclusion.
7. 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.

September 2021