Job Description

Title:	**Team Leader**
Salary:	£27,741 per annum (Point 23 on the NJC Pay Scale)
Contract term:	Permanent.
Hours:	Up to 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 by agreement.
Accountable to:	Services Manager – Adult Carers
Location:	Currently based at our office in Eastbourne, with remote working available. The post includes some travel within East Sussex.
Job Purpose:	• To provide line management support to up to 5 team members; • to support the delivery of quality services to local carers; • to work closely with key stakeholders to achieve service/project outcomes; • to support the delivery and development carer support.
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 staff.

2. Support team members to carry out their roles effectively and appropriately, and ensure that Care for the Carers services are delivered to a high quality.

3. Take a lead role in project managing a specific project, service, workstream or specialism, agreeing a project plan with your line manager, and reporting on progress and outcomes at agreed intervals. To include project development, delivery and reporting.

4. Co-ordinate day-to-day service planning, ensuring our services are staffed appropriately.

5. Contribute to monitoring reports as required by managers, trustees and commissioners.

6. Support the Wider Management Team, and deputise as required, for example supporting colleagues 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 / community locations, as appropriate and as outlined in the relevant project plan (see point 3 above) – to include:
    a. Face to face support – both through support groups and one-to-one (at Carers Clinics, the Carers Centre, home visits and meetings in neutral venues).
    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:

    a. 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. Working with colleagues, 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. Actively support and contribute to leadership of team and project planning meetings.

16. Actively participate in own supervision, performance review 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 Information resources at community outlets and/or events.

19. 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.

20. 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.

September 2021