



Job Description

Title:	Team Leader
Salary:	£30,151 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:	Lewes, Eastbourne, Uckfield and/or Hastings, East Sussex. Hybrid and/or remote working available by agreement. The post includes travel within East Sussex and working across a range of community settings.

Job Purpose:

- To provide line management to up to 5 team members;
- To provide information, advice and support to unpaid carers including Carers Reviews.
- To support the delivery and development of quality services to local carers
- To work closely with key stakeholders to achieve service outcomes

Functional

Relationships with: Carers, colleagues and volunteers, voluntary and statutory sector partners.

Responsible for: Up to 5 team members.

Key Responsibilities:

1. Work with carers to empower them to prioritise their own health and wellbeing, and to access the support they are entitled to.
2. Provide carers with information and support as part of the delivery of the Carers Centre for East Sussex – 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) and occasional training sessions for carers.
 - 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.
3. Provide line management to up to 5 staff, including induction, day to day support, regular one-to-one meetings, and annual performance reviews.
4. Take a lead role in project managing a specific project, service or work stream, agreeing a project plan with your line manager, and reporting on progress and outcomes at agreed intervals. To include project development, delivery and reporting.
5. Co-ordinate day-to-day service planning, ensuring that your project is staffed appropriately.
6. Contribute to monitoring reports as required by managers, trustees and commissioners.
7. Support the Wider Management Team, and deputise as required, for example supporting colleagues during another Team Leader's absence.
8. 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.
9. 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. 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.
10. Working with colleagues, promote carer awareness, carer friendly communities, identify carer champions and ambassadors, and raise the profile of Care for the Carers. Support the dissemination of Information resources at community outlets and/or events.
11. 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.
12. Actively support and contribute to leadership of team and project planning meetings.
13. Actively participate in own supervision, performance review and personal development.
14. 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.
15. 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.

August 2023