

JOB DESCRIPTION	
TITLE:	Carers Services – Project Manager
WORKING HOURS:	Full Time - 37 hours per week. Hours will usually be worked during normal office hours, although some occasional evening or weekend working will be required.
CONTRACT:	This post is currently funded until 30 th September 2022. Will be subject to further funding
SALARY:	£26,450 - £28,450 per annum – subject to experience
RESPONSIBLE TO:	Chief Executive Officer
RESPONSIBLE FOR:	Up to 6 direct reports, and a team of volunteers.
AIMS OF THE ROLE:	<ul style="list-style-type: none"> • To take a lead role and be responsible for enabling the carers support team to deliver a range of carers support services for young, youth and adult carers in Southend-on-Sea. • To plan and deliver inclusive and diverse community development and carer awareness activities, and co-ordinate the organisation's community development approach. • To coordinate, develop and deliver quality support services for carers through a variety of approaches including group activities, one-to-one targeted support and respite opportunities. • To ensure appropriate strategies are in place to proactively identify carers, including via primary and secondary healthcare providers, social services, voluntary agencies and self-referrals.
WORKBASE:	Flexible - Office/Home/Community

OPERATIONAL

1. Coordinate, develop and manage quality support services for young, youth and adult carers through a variety of approaches including group activities, one-to-one targeted support and respite opportunities.
2. To develop and deliver project plans for new and expanding carer services.
3. Coproduce and consult with carers, to ensure that our carer support model achieves the strategic aims of the charity.
4. Coordinate and provide support for carers and support them in making informed choices around issues relating to their caring role.
5. Proactively work with partners to identify and support carers; this may include attending partner events to raise awareness of carers, identifying link workers to help raise awareness of carers; encouraging partners to share good practices and experiences.
6. To strategically plan and deliver community development and carer awareness activities, and co-ordinate the organisation's community development approach. This will include carer and professional participation groups
7. Support colleagues and volunteers to identify, plan and develop appropriate individual and online support provisions, including groups, workshops, training and learning programme, social activities, which will address identified carers' needs –and deliver such support, to maximise outcomes for carers
8. To ensure appropriate strategies are in place to proactively identify and engage with hidden carers, including via primary and secondary healthcare providers, social services, voluntary agencies and self-referrals.
9. To carry out development work to expand delivery of further services for carers throughout Southend-on-Sea in line with the organisation's strategic aims and according to the needs of carers.
10. Prepare qualitative and quantitative project reports to measure outcomes and impact, and evaluate Southend Carers services and ensure this is incorporated into strategic planning.
11. In partnership with the Digital Communications Coordinator, to develop appropriate and engaging social media & promotional materials and resources for our carer services.
12. Collaborate with Finance team to monitor and manage project budgets.
13. Liaise with partners and those delivering carer support provision, to ensure seamless referral of carers and maximise our collective offer to carers.

14. In collaboration with Senior Management Team colleagues, to work with voluntary and statutory partners to help them recognise and incorporate carers' needs in strategic planning and service provision.

LEADERSHIP & MANAGEMENT

- Provide motivation, support and supervision for all staff reporting to the post.
- Work with staff to develop support within the remit of their projects/areas of work (have an understanding of each job role and the work of each member of staff).
- Support staff & volunteers to manage their workload effectively.
- Provide motivation, support and supervision for all staff reporting to the post.
- Take a lead role in the organisation of events during key awareness raising periods.
- Ensure policies and procedures are followed, and that your team have a clear understanding of the aims and objectives of the charity.

GENERAL PROVISION

1. To organise and manage your workload in an effective and efficient manner.
2. To actively participate in staff meetings, management meetings and in own supervision, training and appraisal.
3. To maintain strong, collaborative working relationships with internal and external colleagues, attending networking events and meetings as agreed.
4. To support, promote and work in accordance with Care for the Carers' values, policies, aims and objectives at all times.
5. To carry out all the above with an understanding of and commitment to equality, diversity and inclusion.
6. 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.

PERSON SPECIFICATION**Knowledge & Experience:**

- A minimum two years' experience in a supervisory or management position
- Experience of volunteer management
- A clear understanding of the issues affecting Carers, their support needs and barriers to accessing services and support
- A clear understanding of how to effectively manage and develop a team
- A good understanding of the voluntary and third sector and health and social care services
- Experience of writing reports and case studies
- Experience of developing and/or implementing services and/or projects
- Experience of quality monitoring and KPI achievement
- An understanding of Safeguarding policies & General Data Protection Regulations and knowledge of health and safety in the workplace

Skills

- Proven leadership skills
- Excellent interpersonal verbal and written skills, and ability to relate to people, including at times of emotional need, as well as network and develop productive professional relationships
- Excellent level of I.T. Skills including MS Teams, SharePoint MS Office and ability to use a database or CRM
- Ability to deliver complex information in an easily accessible way
- Commitment to delivering an excellent service and to challenging barriers that prevent access to support
- Good self-organisation, time-management and able to plan and prioritise own work
- Full driver's license with access to a vehicle

Personal Qualities:

- A flexible and pro-active approach to tasks and priorities
- Commitment to continue personal and professional development and a willingness to take up training opportunities
- Patient, understanding, fair and confident approach to managing staff and volunteers
- Ability to work under own initiative and as part of a team with a degree of flexibility
- Ability to deal sensitively with complex issues and situations
- Manages own emotional response to work effectively
- Strong commitment to the core aims, vision and values of Southend Carers

- Ability to maintain strict confidentiality and work boundaries
- A 'people person', open to new ideas with a positive attitude to new ways of working
- Commitment to excellent customer service and quality

Health & Safety

As an Employee of Southend Carers you have a responsibility under the Health and Safety at Work Act to ensure health and safety of all carers, colleagues, volunteers and visitors in accordance with Health and Safety Policy including to:-

- To be committed to safeguarding and promoting the welfare of vulnerable adults and children.
- To comply with carry out all duties in accordance with the requirements of the Health and Safety at Work Act 1974, adopting safe working practices at all times, paying particular attention to the reporting of dangerous situations
- Take reasonable care of yourself and others at work to ensure that Health and Safety rules are not broken and report & take action to address operational Health and Safety risk
- This post is subject to an enhanced DBS disclosure and costs will be met by Southend Carers

Equality, Diversity & Inclusion

Southend Carers is committed to anti-discriminatory policies and practices. The post holder is required to make a positive contribution to promote equality of opportunity and diversity.

To respect the personal choice and lifestyles of colleagues, carers, and people with care needs, ensuring that Equal Opportunity principles are applied at all times.