# Carers-support-centre-id-mono-smll



# CARERS SUPPORT CENTRE (CSC)

# JOB DESCRIPTION

Job title: Carers Support Manager ‘Job share’

**Responsible to:** Health and Carers Support Team Manager

**Responsible for:** Carer Support Officers

**Hours:** 18.75hours per week (2.5 days based on 7.5 hour day)

**Fixed Term for 12 months, see notes below**

**Salary: £28,692 FTE (pro rata)**

## Place of work: Carers Support Centre, Gill Avenue, Fishponds, Bristol, and other locations as required

**Background to role**

Following a successful bid to The Big Lottery Local Sustainability Fund we are now able to begin working on our ambitious plans for the future sustainability of the organisation. One of the areas we are looking to redevelop is our CarersLine service. To meet the ever-increasing demands on this telephone advice service, we are proposing to build capacity through a volunteering programme. We will explore opportunities around offering accredited training, for those seeking to move into information and advice work with the potential to provide flexible development opportunities to enable adult carers, former carers and Young Adult Carers to enter/re-enter the labour market.

We are now in position to recruit to a ‘job share’ post to work with our existing Carers Support Manager allowing them to free up the necessary capacity to develop this important element of our work.

**Main aims of the post**

**To:**

* ensure an effective carer support service through the provision of individual casework
* be responsible for the management and work allocation of the Carers Support Officers
* be a member of the Middle Management Team and support the strategic development of Carers Support Centre.

**Main tasks**

1. **Carers Support –casework**

**To:**

1.1 Have line management responsibility for 4 Carers Support Officers, (2 of these are Senior Carers Support Officers) and an administrative apprentice.

1.2 Oversee allocation of casework referrals to ensure a manageable and equitable response to need.

1.3 Lead the team in helping carers achieve positive outcomes in accessing their right to support under The Care Act and Children and Families Act through;

* + - * Regular support and supervision
      * Area team meetings

1.4 Oversee the management of Connecting Carers and Getting Help and Connected (carer’s assessments) services in South Gloucestershire.

1. **Partnership working with external stakeholders**

**To:**

* 1. Support the work to increase the diversity and range of services we offer to carers through the development of partnership working with local voluntary sector organisations, staff in health and social care and other external stakeholders.

**3. Member of the Middle Management Team (MMT)**

**To:**

3.1 Ensure the work of the team is incorporated with the whole outcomes of the centre and development plans.

* 1. Be responsible for the development and implementation of the Carer Support Team Action Plan.
  2. Be responsible for leading on the six monthly and end of year monitoring for Bristol and South Glos Local Authorities.

**4. General**

**To:**

4.1 Maintain appropriate records of all work undertaken, monitor and evaluate all aspects of work, and produce reports, as required.

4.2 Contribute to publicity and promotional materials and events, including providing material for the CSC magazine, as required.

4 Ensure that carer’s issues are integrated into the policy and involvement work.

4.4 Ensure that all work is carried out in accordance with Carer Support Centres policies and procedures

4.5 Undertake any other duties commensurate with the grading of the post, as agreed by the Health & Carer Support Teams Manager.

**PERSON SPECIFICATION**

**Experience / Knowledge**

* Knowledge and understanding of carer’s needs and issues and relevant legislation.
* Staff or volunteer management experience and demonstrable experience of providing support and supervision, enabling staff to develop their skills and competence
* Recent and relevant experience of working in front line services delivering information, advocacy and advice services to people
* Experience of developing, delivering and managing projects or services
* Experience of monitoring and evaluating projects and services, including responding to the differing requirements of funding bodies
* Experience of working and achieving change in a multi-agency environment.
* Experience of networking and engaging with a range of different professionals and at different levels of the organisation.

**Skills**

* IT literate – a good working knowledge of Microsoft Office suite of programs and ability to self-serve in administrative tasks
* Excellent written, verbal and listening skills.
* Ability to understand the needs of carers from all communities and work to ensure our services are accessible.

**Attributes**

* Self-starter and able to make an immediate positive impact, i.e. ‘hit the ground running’
* Ability to work on own initiative, manage time effectively, prioritise own workload and work to tight deadlines
* Ability to work as part of a team
* Dynamic, creative, responsive and open to exploring new ways of working with the proven ability to develop new innovative approaches to service delivery
* Ability to establish good working relationships with staff, volunteers, carers and external agencies and organisations
* Commitment to equal opportunities and diversity in place