# CARERS SUPPORT CENTRE (CSC)

# JOB DESCRIPTION

**Job title:**Young Carers Service Manager

Bristol and South Gloucestershire

**Responsible to**: Chief Executive (CEO)

**Responsible for:** Young Carers Team

**Hours:** 30 per week (based on 7.5 hours per day)

Flexible to include occasional evening and weekend working

**Salary Scale:** £30,920 - £32,717 pro rata

**Place of work:** Carers Support Centre, Gill Avenue, Fishponds, Bristol

**Aims of the post**

**To:**

* be responsible for the strategic development, management and delivery of CSC’s services to Young Carers (YCs) in Bristol and South Gloucestershire.
* be an intrinsic part of the Senior Management Team (SMT) and actively participate in the overall management and strategic development of the organisation.

**Main tasks**

**1. Young Carers Service**

**To:**

1.1 manage the efficient and effective day-to-day delivery of CSC’s services to YCs and their families in Bristol and South Gloucestershire ensuring that the voice of young carers is core to service provision

1.2 be the Lead Safeguarding Officer for Child protection

1.3 be responsible for the line management of the YCs team, including support, supervision, development and appraisal.

1.4 manage the YCs Service budget, liaising with the CEO and the Finance Manager as necessary.

1.5 negotiate Service Level Agreements and Contracts as required

in conjunction with the CEO

1.6 identify gaps in service provision and, develop plans to respond to these where appropriate, including working in partnership with other agencies.

1.7 identify funding opportunities and submit applications to support the development of services for YCs in the area as required and be an active member of the Fundraising Subcommittee.

1.8 take a Lead on tendering for YCs service contracts both existing and potential new work

1.9 produce reports for funders, Trustees and strategic partners as necessary.

1.10 be responsible for monitoring and evaluating all aspects of the organisation’s YCs work including attending regular performance monitoring meetings

1.11 identify, develop and maintain good strategic working relationships with partner agencies from all sectors including Charity of the Year partnerships.

1.12 work creatively with the YC’s team to publicise and promote the work and values of the YCs Service and raise awareness of the needs of YCs using all forms of media and training

1.13 lead and manage multi-agency strategy and strategic policy work across both geographical areas supporting YCs involvement at all levels ensuring that their voices are heard

**2. Senior management**

**To:**

2.1 work as part of the senior management team to contribute towards the strategic development of the CSC and take a lead on organisational training and development

2.2 work with the CEO on the development of new initiatives as necessary.

2.3 identify opportunities for partnerships with the other sectors.

2.4 be involved in staff recruitment as appropriate.

2.6 take overall responsibility for the CSC and its services in the absence of the CEO and other SMT members

**3. General**

**To:**

3.1 ensure that all work is carried out in accordance with the CSC’s policies and procedures.

3.2 undertake any other duties commensurate with the grading of the post, as agreed with the CEO.

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| **PERSON SPECIFICATION** |
| **Qualifications****Essential:**Evidence of Continuing Professional Development**Desirable:**Health and Social Care or Management / Leadership Qualification |
| **Experience/Knowledge****Essential:*** At least two years’ experience of developing, delivering and managing projects and / or services for children and young people in the public or voluntary sector, including budget management
* Experience of actively involving young people in shaping and delivering services
* Proven staff management experience and demonstrable experience of providing supervision, staff development and appraisal enabling staff to work at their highest skill level and develop their expertise and competence
* Proven track record and experience in taking a lead on making successful funding applications and tenders
* Experience of monitoring and evaluating projects and services both quantitative and qualitative, responding to the differing requirements of funding bodies, contractors and service users
* Experience of facilitating meetings and confident in public speak and giving presentations
* Experience of working with child protection issues
* An excellent understanding of the needs and issues for young carers
* Demonstrable experience of working with children/young people needing emotional support
* A good understanding of service user involvement in policy and representation work
* Experience of implementing quality standards in an organisation

**Desirable:*** Knowledge of current legislation as it affects young carers for example the Children and Families Act
* Knowledge of local health and social care structures and provision
* Experience of taking a strategic lead in organisational training and development
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| **Skills****Essential:*** Computer literacy and ability to self-serve in administrative tasks
* Excellent written and verbal communication skills
* Excellent listening and basic counselling skills
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| **Attributes****Essential:*** 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
* Ability to establish good working relationships with staff, volunteers, external agencies and funders
* Commitment to equal opportunities in practice
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