

Carers Support Centre (CSC)

Job Description

Job title:	Adult Carer Services Manager
Responsible to:	Chief Executive (CEO)
Responsible for:	Carer Support Team Manager Health Team Manager Volunteer Development & Carers Time Team Manager Walk & Talk Project Lead
Hours of work:	28 hours per week
Place of work:	Hybrid working - Carers Support Centre, home and other locations as required of the post

Aims of the post

To:

- Be a member of the Senior Management team and actively participate in the overall strategic management and development of the organisation.
- Ensure that the strategic development of the adult carer services is co-ordinated and services are delivered in line with funded contract requirements, CSC's development plan and local and national strategies and priorities.
- Be responsible for the support, supervision, management and development of the Carer Support Team, Health Team, Volunteer Development & Carers Time Team Managers and the Walk & Talk lead.
- Be the Adult Safeguarding lead, working in conjunction with the Children's Safeguarding lead and deputies.
- Lead on the staff wellbeing programme and areas of work.

Main tasks:

1. Adult Carer Team Development

To:

- 1.1 take a lead role on strategic development, for all areas of the adult carer teamwork.

- 1.2 work with the CEO and Fundraising Team to support and or lead on specific funding bids, where appropriate to areas of responsibility.
- 1.4 keep informed of strategic developments within local and national health and social care relevant to carers and ensure that information is shared with the Senior Management Team (SMT), centre staff and Trustees, as appropriate.
- 1.5 work alongside the CEO and SMT representing the organisation as appropriate, to ensure that CSC is represented at key strategic discussions and events, communicating the outcomes from these at SMT meetings and centre staff through update bulletins.
- 1.6 contract manage the local authority contracts for adult and health work across Bristol and South Glos, the National Lottery contract for Walk & Talk, the Henry Smith contract for counselling and any other contracts secured for adult carer work.
- 1.7 work with the Engagement & Involvement lead to help inform the alignment of the Bristol and South Glos Carers Strategies with other relevant strategies in health and social care, this includes attendance at relevant local meetings for example, Bristol Carers Voice and Carers Advisory Partnership in South Glos.
- 1.8 work with the CEO and other CSC team members to maintain regular contact with other carer support organisations and identify opportunities for sharing work and developing new opportunities for outreach work and service development.

2. Staff and Senior Management

To:

- 2.1 line manage team members and support them in the development of their work streams and teams, working with them to ensure that agreed targets are met.
- 2.2 provide support and supervision and appraisals, including identifying personal development opportunities for team members.
- 2.3 chair monthly Adult Carer Team Manager meetings.
- 2.4 work as part of the senior management team to contribute towards the strategic development of CSC.
- 2.5 work with the CEO on the development of new initiatives as and when required, as capacity allows, including identifying new opportunities for partnership working.

3. Safeguarding

To:

- 3.1 carry the role as adult safeguarding lead for the organisation, ensuring support is provided to staff relating to safeguarding concerns raised.
- 3.2 carry out adult safeguarding training for all new staff at induction and, in conjunction with the children's safeguarding lead, run internal refresher training for all front-line staff.
- 3.3 attend the quarterly Safeguarding Board meetings, providing feedback on adult safeguarding cases.

4. Staff wellbeing

To:

- 4.1 lead on staff wellbeing across the organisation and cover induction session on staff wellbeing support, including staff carer support.
- 4.2 chair the quarterly staff wellbeing meetings.
- 4.3 with the staff wellbeing group, develop and run staff wellbeing activities and events.
- 4.4 oversee external reflective practice for the adult carer team and be the point of contact for the external reflective practice facilitator.

5. General

To:

- 5.1 ensure that all work is carried out in accordance with the CSC's policies and procedures.
- 5.2 deputise for the CEO and undertake any other duties commensurate with the grading of the post and as agreed with the CEO

PERSON SPECIFICATION

Please see below for list of evidence required for this role. All points are essential unless otherwise stated.

Education, Qualifications & Training

- Evidence of continuing training and development
- Qualification in Health and Social care (desirable)

Experience

- At least two years' experience of developing, delivering and managing projects or services
- Experience in health or social care work
- Experience of converting strategy into project implementation plans
- Proven staff management experience and demonstrable experience of providing support and supervision enabling staff to develop their skills and competence
- Experience of monitoring and evaluating projects and services, including responding to the differing requirements of funding bodies

Knowledge

- A good understanding of the needs and issues for carers
- Understanding of issues currently affecting the health and social care sector.

Skills and Abilities

- Excellent interpersonal skills
- Relevant experience of report writing
- Time management and organisational skills
- IT skills Computer literacy and ability to self-serve in administrative tasks
- Ability to work with people across organisations
- Ability to work both in a team and autonomously when directed
- Ability to influence and negotiate with individuals and teams

Other job-related requirements

- A commitment to, and an ability to work in accordance with Diversity and Equal Opportunities Policies
- Ability to effectively fulfil the travel requirements of the post
- Some experience of fundraising (desirable)

July 2024