# Role description

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| **Job title:** | Young Carers Service Manager |
| **Responsible to:** | Senior Services Manager |
| **Responsible for:** | Young Carers Officers x2 Volunteers |
| **Job location:** | The Carers’ Centre, The Woodlands, Lower Bristol Road, Bath, BA2 9ES / homeworking |
| **Annual salary:** | £28,719.65 FTE (£17,464.65 pro rata) |
| **Hours:** | 22.5 hours per week with occasional evenings and weekends |
| **Benefits:** | 5% pension contribution after probationary period |

# Post purpose

The Carers Centre aims to help young carers aged 5-17 to feel connected, in control, feeling well, as well as creating a friendly community in which they can thrive. It’s an exciting time to join our team, with opportunity to develop, shape and grow, as we move to a new model of delivery. We are looking for an energetic, passionate and driven person to join our team and make our goals a reality for the young carers we work with. The service offers activities, emotional support and statutory Needs Assessments to young carers, as well as raising awareness of young carers and the difficulties they face in the wider community. The Young Carers Manager is an essential role, leading on the successful management of our Young Carers service and team, and ensuring that young carers can achieve the best possible outcomes.   
  
You will be data informed and user focussed when making changes and improvements to achieve the best possible services for the young people we work with. You will be passionate about evaluation and continuous development of the service and identifying good practice and areas for improvement.

You will be confident in working in partnership, maintaining current relationships with external stakeholders, and actively seeking out the development of new collaborations.

Key responsibilities  
  
Lead and develop the Young Carers Service

* To manage to day to day delivery of the Young Carers Service and contribute towards successful delivery of our operational plan
* To ensure the successful delivery of the service to achieve contract and funder outcomes
* Lead on the evaluation of the service in line with our evaluation framework
* To work collaboratively with the wider Carers Centre Team in the design and improvement of processes, communications, and services
* Responsible for the management of the budgets within the team
* Build and maintain collaborative working relationships with external partners and key stakeholders to raise awareness of young carers and the difficulties they face.

## Manage the Young Carers Team

* Provide line management to the Young Carers Team, including regular support, supervision and appraisals with the Young Carers Officers
* Develop and manage a team workplan, ensuring that performance is monitored
* Work with the team and the Volunteer Manager to recruit and manage volunteers
* Ensure that ratio requirements are met at young carers activities
* To be the Designated Safeguarding Lead for Children

## General

* Adhere to The Charities Statement of Recommended Practice (SORP) and Charity Commission guidance.
* Adhere to the Carers’ Charter.
* Adopt good practice within the Carers Trust network.
* Work within the Carers’ Centre policy framework.
* Undertake any other duties required, in consultation with your line-manager, as are consistent with the responsibilities of this post.

# Person specification

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| Qualifications | Essential | Desirable |
| Minimum of 1 year experience in managing a service or team | Y |  |
| Safeguarding Children, Level 3 (or a willingness to undertake) | Y |  |
| Willingness and desire to undertake training opportunities as required | Y |  |
| Experience and knowledge | | |
| Minimum of 1 year experience of supervising and supporting staff including recruitment, supervision, setting work objectives, managing performance and providing annual appraisal. | Y |  |
| Experience of working with children and young people, both individually and in group settings. | Y |  |
| Experience or knowledge of safeguarding in practice, particularly for children or young people. | Y |  |
| Experience of evaluating a service using various information methods to collect data and report on outcomes | Y |  |
| Experience of developing clear processes and procedures |  | Y |
| Knowledge or experience of user centred design |  | Y |
| Experience of managing a budget | Y |  |
| A good understanding of the needs and issues faced by young carers. |  | Y |
| Awareness of the legislation and Government policy relating to carers and their rights. |  | Y |
| Skills | | |
| Excellent written and verbal communication skills | Y |  |
| Ability to evaluate and improve performance, plan, implement and manage change. | Y |  |
| Ability to use analytical skills to probe data, evaluate information and draw conclusions. |  | Y |
| Ability to build strong relationships at all levels with a range of stakeholders, including funders. | Y |  |
| Ability to understand information from a variety of sources, analyse and communicate to stakeholders | Y |  |
| Excellent IT skills including experience of using Microsoft software package, including Word, Excel, Teams and Outlook and Client databases You will be skilled at exploring and learning new pieces of software and technologies. | Y |  |
| Attributes | | |
| A team player, able to build positive relationships with staff, volunteers and external parties. | Y |  |
| Proven ability to plan effectively and consistently deliver against deadlines | Y |  |
| Flexible and can respond professionally to changing briefs,  deadlines and priorities | Y |  |
| Other requirements | | |
| Flexibility to work evenings and weekends as required. | Y |  |
| Ability to travel throughout the Bath and North East Somerset area. | Y |  |
| Personal experience of providing unpaid care. |  | Y |