**Job description: Service Manager**

**Location:** Based in Westminster, with travel and remote work in the community across the London Borough of Hammersmith and Fulham

**Line Manager:** Head of Services

**Salary:** £31,000 pa

**Hours:** 37.5 per week, to include some unsocial hours as required to meet the needs of carers

**Holiday**: 25 days plus bank holidays, increasing by a day for each year of service up to 29 days.

**Benefits**: Pension: 5% employer contribution. Interest free travel loan available.

**Closing date**: 9am, 31st October 2022

**Interview date:** Week commencing 7th November 2022

**About this role**

We are seeking an exceptional candidate to oversee and develop services to support carers in diverse boroughs in Central London.

The post holder will provide leadership and day-to-day guidance to the Carers Hub teams, including line managing staff, and taking a lead on developing relationships with local organisations to identify carers and raise awareness of carers’ rights and needs.

The Carers Hubs are services that act as the first point of call for adults looking after a family member or friend who couldn't manage without them because of an illness, disability, mental illness or an addiction. The Hub team provides expert information, advice, training, Carers Assessments, group meetings, social activities and a wealth of other support to local carers.

Based in our Westminster office, with travel and remote work in the community, in the London Borough of Hammersmith and Fulham.

**About Carers Network**

Carers Network is an independent charity. Our vision is that every unpaid carer is recognised and leads a healthy, fulfilling life with control over their caring role. We are a small, friendly and dynamic team working with unpaid adult carers in diverse boroughs in central London.

For more than 30 years we have been working with carers to provide information, advice and support, along with social events, breaks and other services to ensure that carers are well informed, supported and healthy. We currently work with more than 6,000 carers in the London boroughs of Westminster and Hammersmith & Fulham, and the Royal Borough of Kensington & Chelsea.

Carers Network are an equal opportunity employer and service provider that recognises and celebrates diversity. We hold quality marks from Carers Trust, we are also a London Living wage employer.

Our **Values**:

**We are compassionate**

We listen to what carers want and work with them - with kindness, sensitivity and understanding.

**We are proactive**

We take responsibility for getting carers the help they need.

**We make a difference**

We actively work to make a positive change in carers’ lives.

**Aims of the post**

Oversee the development, delivery and promotion of high-quality carers services.

**Duties**

**Managing carer service delivery**

* Ensure the smooth running of the Carers Hub and any other services in allocated borough, including planning, assigning and overseeing work to ensure contract targets are met, and reviewing and responding to challenges, gaps or opportunities.
* Line manage front-line staff of 2 Caseworkers and 3 Information, Advice, and Guidance workers
* Coordinate a regular programme of training for carers that has a high take-up and is responsive to their needs.
* Deal with any first stage complaints.
* Work with the Carer Engagement and Events Officer to devise excellent and relevant content for carers events including Carers Week and Carers Rights Day.
* Oversee the work of volunteers where relevant.
* To organise and facilitate frontline service staff meetings, alongside other Service Managers.

**Outreach and partnerships**

* Lead on actively developing strong relationships with local organisations, including other voluntary organisations, health services, social care and other Local Authority services to increase identification of carers and ensure their needs are understood and addressed.
* Lead on relationships with sub-contracted and partner organisations to deliver partnership and joint activities, such as specialist support groups.
* Lead on delivering training about carers to professionals as required, including giving presentations, in partnership with carers.
* Ensure that carers’ rights, needs and views are included in all relevant local strategies and initiatives.

**Carer involvement**

* Support the carer chair of the Carers Forum in Hammersmith and Fulham to plan, organise, hold and review quarterly forum meetings, coproduced with carers.
* Facilitate the coproduction of activities with carers through a variety of methods.

**Reports and administration**

* Complete monitoring reports for funders, management and board of trustees using our dedicated online database, CharityLog.
* Manage a demanding level of administrative work to a high standard, including maintaining files on individual work with carers on our online database. Ensure information is recorded accurately, thoroughly, clearly and safely, in a timely manner.
* In addition to Carers Network’s database, use the Local Authority’s computerised system, MOSAIC, to record Carers Assessments.

**Supporting carers**

* Undertake a limited amount of direct work with carers – carry out detailed carers assessment and support plans that address carers’ needs, directly onto the Local Authority’s system Mosaic, in line with the Care Act 2014, including assessment of eligibility for financial support, associated follow-ups and annual reviews (an average of 4 per month).
* Identify, and make referrals to, appropriate support services for carers. Proactively follow up referrals to ensure they are actioned.
* Support and empower carers to manage their caring role.
* Carry out casework with carers, including liaising with other agencies such as Local Authorities, NHS bodies and other voluntary organisations.
* Provide emotional support to carers at times of crisis.
* Make home visits as appropriate.

**Teamwork**

* Support Carers Network and external events as required.
* Work flexibly and proactively as part of a small team, and the wider organisation, to ensure Carers Network’s aims and objectives are met.

**Organisational and Professional Development**

* Attend and actively participate in regular supervision, annual appraisals and team meetings.
* Undertake relevant training and staff development activities.
* Actively implement current Policies & Procedures and contribute to their development to promote the efficient and effective running of the organisation.

**Additional Tasks**

To undertake, in consultation with the Head of Services, other specified duties which may from time to time be required, in relation to the day-to-day running of the organisation.

**Carers Network Organogram**

Graphical user interface

Description automatically generated

**Service Manager Person Specification**

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| **Required attributes** | **Measured by** |
| **Experience** | |
| At least three years’ experience or working in the voluntary or charity sector. | Personal Statement and interview |
| Experience of public-facing service or project management in a similar field of work. | Personal Statement and interview |
| At least two years’ experience of line-managing teams of frontline staff. | Personal Statement and interview |
| Experience of building external partnership relationships through outreach, networking and influencing. | Personal Statement and interview |
| Substantial experience of working with a diverse range of clients with differing levels of needs. | Personal Statement and interview |
| Substantial experience of managing own caseload including maintaining detailed case notes on a database. | Personal Statement and interview |
| **Skills and Abilities** | |
| Ability to balance a range of tasks with competing demands. | Personal Statement and interview |
| Ability to build, coach and manage effective teams. | Personal Statement and interview |
| Excellent IT skills, including use of Microsoft programmes and working with databases to run reports. | Personal Statement and interview |
| Ability to manage a high level of written and administrative work, including report-writing for a range of audiences. | Personal Statement and interview |
| Presentation skills | Personal Statement and interview |
| **Knowledge** | |
| Knowledge of issues affecting unpaid carers. | Personal Statement and interview |
| Knowledge of relevant legislation, including the Care Act 2014. | Personal Statement |
| **Personal Qualities** | |
| Flexible, positive approach to work in a small team. | Interview |
| Passionate about providing high quality services to carers. | Interview |
| Proactive working style, attention to detail. | Interview |
| Commitment to equality and confidentiality. | Interview |
| Commitment to our charity’s values. | Personal Statement |
| Ability to work on own initiative, self-administrative | Interview |