



JOB DESCRIPTION

Job title:	Adult Carers Service Manager, Bucks and Milton Keynes
Job aim:	Unpaid carers provide support to a family member, friend or neighbour due to disability, long-term illness, poor mental health and/or addiction. As the service manager you will lead, manage and support the strategic direction of the adult carers support team across Bucks and Milton Keynes.
Location:	Hybrid – working flexibly from home or in the community with attendance at meetings in our Aylesbury and Milton Keynes offices as and when required.
Benefits:	25 days annual leave (increases with long service) plus bank holidays, plus 3 days during the Christmas period. Access to free Employee Assistance Programme.
Salary:	£33,042 to £37,724, depending on experience.
Hours:	37 hours per week
Duration:	Fixed Term for 1 year, with possible extension.
Responsible To:	Chief Executive Officer

Main Responsibilities:

You will be passionate about making a difference to the lives of unpaid carers in Buckinghamshire and Milton Keynes, and will thrive on working with your team to establish new and innovative ways to identify and support carers from all communities.

- Line management of the Adult Carers Team Leader Bucks, Adult Carers Team Co-ordinator Milton Keynes, Hospital and GP Project Lead and the Parent Participation Co-ordinator (PACA) MK.
- Contribute to the running of Carers Bucks and Carers Milton Keynes as a member of the Senior Management Team, working effectively with the Operations Manager and Young Carers/Young Adult Carers Service Manager.
- To represent Carers Bucks and Carers Milton Keynes Adult Carer Services at a strategic level with external partners and other voluntary sector organisations
- To liaise across Carers Bucks and Carers Milton Keynes to ensure that best practise from each organisation is shared and that each has a good understanding of the work of the other
- To ensure that the requirements of Carers Bucks contract with Buckinghamshire Council, and Carers Milton Keynes contract with Milton Keynes City Council, are fulfilled
- To ensure that the Adult Carers Team Leader and Adult Carers Co-ordinator, supervises, motivates and supports the adult carer support team in the day to day delivery of a high

quality advice, information, guidance and emotional support service for adult carers in Buckinghamshire and Milton Keynes

- To ensure that carers support services in hospitals across Buckinghamshire, and Milton Keynes run effectively and in line with the expectations of Carers Bucks contract with Buckinghamshire Council, and Carers Milton Keynes contract with Milton Keynes City Council and Milton Keynes University Hospital.
- To ensure that the Hospital and GP Project Lead supervises, motivates and supports the hospital support team in the day to day delivery of the carers support service in hospitals in Buckinghamshire and Milton Keynes.
- To maintain and develop positive partnerships with external organisations including other local carer organisations across the Carers Trust Network
- To participate in regular voluntary sector meetings and events, representing the views of carers and raising the profile of Carers Bucks and Carers Milton Keynes
- To ensure that Carers Bucks and Carers Milton Keynes services and the needs of carers are represented at a strategic level across the Integrated Care Systems in Bucks and Milton Keynes
- To ensure that the Adult Carer Team Leader and Adult Carers Co-ordinator manages the support teams so that team members work in an integrated way with the young carers and young adult carer support services
- To provide leadership, encouragement and coaching to establish and maintain a positive and effective working environment; dealing with any interpersonal issues as and when they arise
- To ensure that you are up to date with local and national developments for carers and in particular what services are available locally
- To promote awareness of adult carers and the challenges they face through networking and influencing policy makers, commissioners and other relevant professionals
- To provide strategic leadership in the development of new and innovative services to meet the needs of adult carers
- To achieve targets as set by the Chief Executive Officer
- To develop productive relationships with other advice and information services and condition specific organisations in Buckinghamshire and Milton Keynes and ensure the team have a good understanding of them
- To establish and maintain referral pathways between Carers Bucks, Carers Milton Keynes and other organisations
- To provide effective feedback to team members regarding the organisation's performance, strategy and operational targets
- To provide effective feedback upwards to the Chief Executive Officer
- To participate in and represent Carers Bucks and Carers Milton Keynes in joint activities e.g. AGM, Carers Week, Carers Rights Day, open days, other promotional events and conferences

- Any other duties as reasonably required by Carers Bucks and Carers Milton Keynes

Key Skills and attributes

- The ability to effectively lead and motivate at a strategic level across Carers Bucks and Carers Milton Keynes
- Be a self-starter and be self-motivated
- Empathic, with the ability to deal with confidential issues in a professional manner
- Well organised and passionate about supporting carers
- The ability to achieve vocational qualifications
- To be well informed about carers rights, the experiences of carers and what resources are available to support them
- The ability to use standard IT packages
- The ability to use Carers Bucks and Carers Milton Keynes database following training
- Able to communicate effectively in writing and verbally to carers and professionals
- To be confident and persuasive when dealing with health and social care professionals and the public
- A commitment to the values and ethos of Carers Bucks and Carers Milton Keynes
- The ability to manage volunteers
- The ability to deliver carer awareness training to other organisations and professionals
- The ability to develop productive working relationships with other professionals including those based in GP practices and hospitals
- Time management and project management skills
- The ability to meet targets and manage in a high pressured environment
- A commitment to the provision of a consistent, high quality service that supports carers physical and emotional well being
- A good level of knowledge about developments in health and social care services

Person Specification

Qualifications and Experience

- Professional experience of working within the advice/information field (E)
- Professional experience of managing staff, and leading teams at a strategic level (E)
- Experience of working with carers (D)
- A full driving licence and access to own transport (E)
- Experience of report writing (E)

- Experience of working with health and social care professionals (E)
- Educated to degree level or similar (D)

Knowledge and Understanding

- A clear understanding of the issues affecting carers and their support needs (E)
- Understanding of welfare benefits system (D)
- Understanding of the needs of carers and of the issues they face regarding access / barriers to services (E)
- Demonstration of a commitment to equality and diversity (E)
- A good understanding of Adult Safeguarding (E)
- Good level of understanding about health and social care developments (D)

Competencies

- Excellent verbal, listening and written communication skills (E)
- Experience of record keeping and monitoring systems (E)
- Ability to manage own workload and have proven time management skills (E)
- Ability to lead, support and motivate a team (E)
- Good general level of office IT skills (E)
- Ability to develop outcomes measures for carers support (E)
- Ability to gain qualifications relevant to carers support (E)

Personal Attributes

- Highly self-motivated with ability to use own initiative (E)
- A willingness to actively participate in training and development opportunities (E)
- Ability to work flexible hours, occasional evening/weekend work as required (E)
- Ability to promote the needs of carers and the work of Carers Bucks and Carers Milton Keynes (E)
- A positive can do attitude (E)
- Commitment to the values and ethos of Carers Bucks and Carers Milton Keynes (E)
- A commitment to team working (E)

E = Essential

D = Desirable