

CarersMK

JOB DESCRIPTION

Job title:	Adult Carers Team Leader
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 Team Leader, you will be responsible for the day-to-day operational management of the Adult Carers Support Team as they provide timely information, advice, guidance, and emotional support to unpaid carers in Milton Keynes.
Location:	Hybrid – working flexibly from home or in the community with attendance at meetings in our Milton Keynes office (MK3 6DP) as and when required.
Annual Leave	25 days annual leave (which increase with long service) + bank holidays.
Benefits:	3 Christmas closure days Up to 5 days paid Carers Leave Employee Assist Programme Free annual flu jab Free annual eye test Work equipment (laptop/phone)
Salary:	£27,918/annum
Hours:	37 hours per week (you will need to have flexibility to work on occasional weekends and in the evenings for pre-planned events for which you will receive TOIL)
Duration:	Fixed Term for 1 year, with possible extension.
Responsible To:	Adult Carers Service Manager

Main Responsibilities:

These include, but are not limited to:

- Day to day management of the Adult Carers Team - establishing and maintaining a positive and effective working environment and dealing promptly with any interpersonal issues.
- Day to day operational responsibility for the effective running of the Adult Carer Service.
- Ensure that all new referrals, and all queries from current registered users, are dealt with in a timely and efficient manner, and to the highest possible standard.
- Carry a caseload, both individually and alongside your team.
- Ensure that staff have the support and resources they need to run support groups and activities which effectively meet the needs of carers.

- Ensure there are enough staff to cover the service at all times, and assist with recruitment when required.
- Ensure that staff work in an integrated way with their colleagues in the Young Carer team, and at our sister charity Carers Bucks, in order to achieve the best possible outcomes for carers of all ages across the region.
- Ensure that all data relating to carers is stored correctly using our internal database, Charity Log.
- Create and review reports using Charity Log, for the purposes of monitoring and to help identify gaps in the service.
- Work with the Service Manager to develop services and maintain an in-depth understanding of carers' needs.
- Actively promote inclusive practice.
- Lead and facilitate team meetings.
- Provide staff with feedback regarding their individual performance via quarterly supervision sessions and annual performance reviews.
- Provide staff with information relating to the organisation's performance against operational targets during your regular team meetings.
- Work with the team to support and supervise volunteers recruited on behalf of the service.
- Ensure the team have had all the training they require to perform their duties and liaise with the Service Manager to source external training (or deliver internal training) where appropriate.
- Be proactive in assessing your own training needs and undertake relevant training accordingly.
- Be committed to representing and supporting the diverse communities in the local area and actively promote our services to those communities and groups who may not currently be accessing them, ensuring that our offer is in line with their specific needs.
- Develop and maintain relationships and referral pathways with Health and Social Care, and other voluntary sector organisations, and ensure staff have a good understanding of these.
- Develop new ways of working with professionals to increase the number of carers referred to the service.
- Check and authorise staff expenses, supplier invoices and credit card spend and liaise with the Operations Manager on these matters as needed.
- Manage activity budgets in line with Service Manager's requests.
- Represent Carers MK at promotional events, conferences and relevant networking meetings, and actively participate in activities that we run ourselves e.g. our AGM, Carers Week and Carers Rights Day.

- Work cooperatively with the fundraising and communications team in order to maximise donations and ensure that our website and social media presence remains relevant and up to date.
- Deputise for the Service Manager when required.
- Any other duties as reasonably required by Carers MK.

Person Specification

Qualifications and Experience

- Experience of managing a team (E)
- Experience of working within the advice/information field (D)
- Experience of working with unpaid carers (D)
- Experience of working with health and social care professionals (D)
- Ability to communicate effectively in writing and verbally with both professionals and service users (E)

Knowledge and Understanding

- A clear understanding of the issues affecting carers and their support needs (E)
- Demonstration of a commitment to, and a good working knowledge of, equality, diversity, and inclusion (E)
- Ability to understand Adult Safeguarding policies (E)
- Understanding of the current developments in health and social care (D)

Competencies

- Excellent verbal, listening and written communication skills (E)
- Experience of report writing, 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, including a working experience of basic HR processes (E)
- Good general level of office IT skills (E)
- Ability to develop outcomes measures for carer support (E)

Personal Attributes

- Highly self-motivated with the ability to use your own initiative to establish new and innovative ways to identify and support carers from all communities. (E)
- Passionate about making a difference to the lives of unpaid carers. (E)
- Creative, forward thinking and 'can-do' approach to the support of carers (E)
- Empathic, with the ability to deal with confidential issues in a professional manner (E)
- A willingness to actively participate in training and development opportunities (E)
- Ability to work flexible hours, occasional evening/weekend work if required (E)
- Ability to promote the needs of carers and the work of Milton Keynes (E)
- A positive can-do attitude and a commitment to team working (E)
- Commitment to the values and ethos of Carers Bucks and Carers Milton Keynes (E)

Other

- Access to and the ability to use own car for work purposes (E)

E = Essential
D = Desirable