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| **Job Title**:  **Salary:**  **Hours of work:**  **Location**:  **Responsible to**:  **Responsible for:**  **Length of Contract:** | Young Carers Officer  £21,840 - £23,486 per annum, dependent on experience  35 hours per week (with some evening and weekend work requirements)  9 Springfield Road, Sale, Manchester, M33 7XS  Young Carers Officer  student placements, volunteers  Permanent |

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| Trafford Carers Centre is seeking an inspiring individual to identify/support Young Carers and Young Adult Carers in Trafford (5 – 25 years old), by providing accessible information through advice, outreach, drop in sessions, school/home visiting, group work, activities and joint working with relevant organisations in Trafford.  To ultimately help Young Carers to engage with local services, feel supported, informed and recognised.  The successful candidate will need to understand the needs, rights, responsibilities and aspirations of Young Carers and to build positive, non-judgemental relationships with them.  Young Carer Officers are the first point of contact for Young Carers accessing the service, and represent their issues within the community, the services they provide will contribute to the overall vision of Trafford Carers Centre.  The post holder must have experience of working with families through a multi-agency approach and should also have an up to date understanding of child protection, safeguarding procedures and the Care Act 2014.  The post holder will need to exercise initiative, good judgement and react to unplanned and irregular events. |

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| **Main duties and responsibilities:**   * To deliver assessments, reviews and carer support including carer support fund and crisis fund. * To support delivery of events and activities. * To attend support meetings at home/school or community location * To support volunteers and student placements helping to deliver operational services. * To identify and communicate immediately any safeguarding issues arising through casework and/or carer engagement. * To ensure effective administration and management of data recording. * To support development of strong and effective external relationships and partnerships to enable place based working relationships and enhanced carer support. * To deputise for the Young Carers Project Manager as and when requested.   **Partnerships and Communications:**   * To maximise use of Trafford Carers Centre website and social media for awareness raising initiatives. * To attend stakeholder events to promote Trafford Carers Centre as appropriate. * Advocate the concerns of the voluntary sector and encourage joint planning and co-design of solutions. * Help to communicate key messages and promote the activities of Trafford Carers Centre. * Attend professional multi-agency meetings (including Child Protection Conferences), preparing reports, and providing verbal updates in a formal setting to all partner agencies in attendance, detailing involvement with the Young Carer. * To develop relationships with schools and encourage young carer support within education establishments.   **Reporting**   * To record all contacts with carers on the Client Management System in a consistent and efficient manner for the purpose of producing consistent and comprehensive reports. * To support implementation and continuing delivery of a client management system. * To support the Young Carers Project Manager to identify unmet needs and gaps in services for it to be presented to local authorities, health bodies or used for funding applications. * To work with the Senior Management Team to produce requested reports and provide narratives to support data and explain trends and anomalies. * To support collation of carer stories and evidence-based impact reports to highlight themes and issues affecting carers for the purpose of funders. * To contribute ideas and suggested articles for the Trafford Carers Centre newsletters**.** |

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| **General Responsibilities**   * To adhere, develop and implement Trafford Carers Centre policy portfolio, including Equal Opportunities, Code of Conduct, Health and Safety and Disclosure of Information Policies. * To work with the CEO and senior team to maintain the quality standards system. * To accept supervision from the Young Carers Project Manager. * To undergo training and development as is necessary to maintain appropriate performance in the post. * To work alongside and ensure active service user participation in all aspects of work, including design, implementation and monitoring of activities. * To attend all staff, trustee meetings and organisational events such as the AGM and open days as required. * To keep records and statistics for effective monitoring of the service, ensuring that all files and information are kept in accordance with Trafford Carers Centre’s policy on confidentiality and data protection. * In accordance with the Health and Safety at Work Act 1974, to take care of your own health and safety at work and any ‘staff’ you support in addition to clients and visitors you are working with. * To undertake any other reasonable tasks consistent with the grade and purpose of the post. * The specific duties and responsibilities of this job description are not restrictive and the post holder will be expected to undertake any other duties as required. |

**2. Person Specification**

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| **Dimension** | **Scope** | **Ess** | **Des** |
| **Experience & Qualifications** | Experience in a similar role within the Private, Voluntary or Public sectors. |  | √ |
| Good level of education | √ |  |
| Experience in developing a range of partnerships to deliver services |  | √ |
| Experience of presenting at events, with a proven ability to create and deliver compelling and persuasive presentations and pitches |  | √ |
| Experience of gathering and analysing market and service data to produce reports |  | √ |
| Impact measurement development and delivery |  | √ |
| Driving licence and use of own car with business insurance cover | √ |  |
| **Knowledge** | Good knowledge of services delivering carer support across Trafford |  | √ |
| Sound awareness of social services |  | √ |
| Sound awareness of statutory issues affecting the not-for-profit sector, current funding and commissioning trends |  | √ |
| Safeguarding procedures and reporting |  | √ |
| Compliance requirements; Charity Law and regulation, Equalities, Data Protection and other applicable legislation |  | √ |
| Knowledge of the Care Act 2014 and the Children and Families Act 2014 and how this relates to young carer assessments |  | √ |
| Awareness or lived experience of issues impacting Service Users and Carers | √ |  |
| **Skills & Abilities** | Good administrative skills | √ |  |
| Supportive and reliable team player | √ |  |
| Ability to work on own initiative with excellent organisational and time management skills to deliver targets and KPI’s | √ |  |
| Ability to support volunteers and student placements |  | √ |
| Ability to inspire confidence in new ideas within colleagues and board members |  | √ |
| Excellent reporting skills |  | √ |
| **Other** | A commitment to Equal Opportunities / Equalities and Diversity in work and in service provision | √ |  |
| To work within Trafford Carers Centre mission & values | √ |  |
| Proficiency in Microsoft Office packages. | √ |  |
| Willingness to travel throughout Trafford | √ |  |
| Willingness to work evening and weekend hours as required | √ |  |
| Positive and flexible attitude to work | √ |  |

Ess = Essential

Des = Desirable