Young Carers Project Manager Job Description

Job Title:	Young Carers Project Manager
Salary:	29,688.00 per annum
Hours of work:	35 hours per week (with some evening and weekend work requirements)
Location:	9 Springfield Road, Sale, Manchester, M33 7XS
Responsible to:	Deputy Chief Executive
Responsible for:	Young Carers Team, student placements, volunteers
Length of Contract:	Permanent

Trafford Carers Centre is seeking an inspiring individual to shape, influence and drive forward our organisation to deliver services that best meet the needs of unpaid carers supporting someone in Trafford.

As part of the Senior Leadership Team, the post holder will support the operational management and leadership of the Young Carers Project. They will combine strategic oversight with operational management supporting the young carers team. The post holder will have a pivotal and influential role in developing partnerships, strategic growth and demonstrating impact.

You will be educated to degree level or have an equivalent level of proven experience relevant to the role. With a strong emphasis on people management, quality assessing, impact measurement, building successful partnerships, delivering results and inspiring others. You will work effectively in collaboration with funders, VCSFE groups, schools and carers.

The post holder will need to exercise initiative, good judgement and react to unplanned and irregular events.

Main duties and responsibilities:

- To support operational delivery of assessments, reviews and carer support including activities, events, carer support fund and crisis fund.
- To manage referrals, including triaging new enquiries and maintaining an accurate and prioritised waiting list.
- To manage events and activities, including budgets.
- To manage a young carers team and student placements through supervision and performance management to deliver assessments, reviews and carer support.
- To support volunteers helping to deliver operational services.
- To manage and maintain records of staff annual leave and absences.
- To lead and support on performance management, grievances and disciplinaries arising within the organisation.
- To lead and manage safeguarding issues arising through casework and/or carer engagement.
- To adhere safeguarding policies and apply relevant social work practices in all aspects of the role.
- To ensure effective administration and health & safety management.
- To develop strong and effective external relationships and partnerships to enable place based working relationships and enhanced carer support.
- To deputise for the Deputy Chief Executive as and when requested.

Management and performance:

- Take a strategic role across operational services, working alongside and supporting the senior leadership team responsible for casework, health & wellbeing and young carers.
- To carry out quality assurance work undertaken by caseworker to ensure effective assessments are in place to meet the needs of carers.

Partnerships and Communications:

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- 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.
- To attend and represent the voice of the carer at relevant stakeholder meetings.
- To develop relationships with schools and encourage young carer support within education establishments.

Reporting

- To monitor data recording through quality assurance for the purpose of producing consistent and comprehensive reports.
- To support implementation and continuing delivery of a client management system.
- To ensure the recording of unmet needs and gaps in services is consistent and comprehensive and that this is presented to local authorities, health bodies or used for funding applications
- To support the CEO to produce requested reports and provide narratives to support data and explain trends and anomalies.
- To work in collaboration with Senior Management Team to implement & deliver impact measurement tools to demonstrate effectiveness of carer interventions.
- To lead on 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 quarterly newsletter

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 Deputy Chief Executive
- 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 manage 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.

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2. Person Specification

Dimension	Scope	Ess	Des
Experience & Qualifications	Experience in a senior 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	√	
	Experience of budget management	√	
	Impact measurement development and delivery	√	
	Operational and human resource management of staff	√	
	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 of issues impacting Service Users and Carers	√	
Skills & Abilities	Ability to lead and motivate staff and to offer effective supervision	√	
	Supportive and reliable team player	√	
	Ability to work on own initiative with excellent organisational and time management skills to deliver targets and KPI's.	√	

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	Ability to develop staff, volunteers and student placements	√	
	Ability to inspire confidence in new ideas within colleagues and board members	√	
	Excellent reporting skills		√
	Good administrative 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