

## Job Description / Personal Specification

<b>Post</b>	Young Carers Team Manager
<b>Hours</b>	37 hours per week
<b>Salary</b>	£25310 per annum Currently subject to grading review.

### Job purpose:

To lead, inspire and develop the young carers team to support carers aged 5 – 25 and parent carers across the borough of Solihull. You will turn strategic plans into operational action, achieving success against key performance indicators. You will plan and maintain work systems that enable and encourage, efficiency optimum performance of the staff and other resources and will ensure the team deliver accessible, quality and innovative support to carers. You will participate in the leadership team and contribute to the overall aims and objectives of Carers Trust Solihull.

### 1. Functions specific to this role

- Manage and lead the daily operations of a motivated, focused, experienced team to achieve targets, expectations of funders and CTS strategic plans
- Supervise team operations and delegate responsibilities amongst office and non-office based staff, including senior staff and volunteers
- Revise and refine processes that enable team to operate effectively and smoothly
- Be responsible for human resource functions, including recruitment, retention, performance, training, sickness, annual leave, variation of contracts and staff welfare
- Oversee roles and responsibilities and carry out regular supervision and appraisals
- Ensure democratic decision making, where appropriate
- Prepare reports and ensure effective evaluation of service through evidence based statistical collection and monitoring
- Manage processes and internal and external data management systems that support staff practice and performance
- Ensure team is working in line with best practice guidelines, policies and procedures, legislative frameworks, operational plans and requirements of funders
- Ensure succession planning amongst team
- Keep abreast of changes in legislation, social trends that impact on and underpin the service delivery and cascade to the team
- Establish and maintain effective partnership relationships with other organisations

- Ensure that service provision is user led, age appropriate, person centred, risk assessed and meets the needs of carers
- Increase the profile of our work amongst relevant health and social care and voluntary sector settings and in the wider community
- Ensure young carers participate and contribute to decision making forums, consultations
- Ensure the provision services that engage hard to reach communities
- Manage the team budget whilst identifying and sourcing funding - and oversee fundraising amongst the team
- Be an active member of the leadership team

### **1. Functions applicable to all staff:**

- Contribute to the development and achievement of Carers Trust Solihull (CTS) strategic objectives
- Provide a quality service
- Promote the good image of CTS and Solihull Council by being an excellent ambassador when meeting with carers, members of the public or representatives from other organisations
- Contribute to fundraising via actual events, identifying opportunities etc.
- Use CTS income wisely and within your authority
- Participate in appropriate training
- Support volunteers in tasks linked to your work
- Adhere to CTS policies and procedures
- To have full regard for equal opportunities and promoting non-discriminatory practice and accessibility in all aspects of service delivery
- To service one's own work
- To work positively and flexibly as part of the team to ensure the smooth day-to-day running of CTS services and activities
- To attend and participate in regular internal staff meetings
- To undertake other tasks as required. To adhere to all CTS policies and procedures and represent the CTS at appropriate meetings
- Duties of all CTS staff are periodically reviewed and may alter in line with service requirements and developments in consultation with staff.

### **2. Work conditions applicable to this post:**

- Office based but travel to meetings etc. will be necessary on a regular basis
- Some flexibility in hours/days of work required

### **3. Accountability:**

- Reporting to Chief Officer
- Key performance indicators as SLA and other funders requirements
- Decision making level - Facilitate decision making within the team where appropriate and actively contribute to Leadership Team

### **4. Relationships:**

#### Internally

- Team members and volunteers
- Adult Team Manager, Communications & Operations Manager and Volunteer Manager
- Chief Officer
- Trustees with specific reference to young carers services

#### Externally

- Young carers and families
- Professionals in other agencies
- Commissioner
- Funders

### **Person Specification**

#### **5. Specific to this role**

##### Essential:

- Skills and proven abilities necessary to lead, inspire and develop a team
- Lengthy experience of HR and Operational management within team
- Considerable experience of managing teams
- Experience of working with vulnerable children, young people and/or adults
- Good I.T. skills, excellent knowledge of data management systems and the collection of monitoring statistics
- Excellent interpersonal, oral and written skills
- Excellent time management and organisational skills
- Excellent leadership skills
- Experience of conflict resolution
- Proven problem solving ability
- Works well under pressure
- Experience of reviewing caseloads and target setting
- Knowledge of children's and adults legislative framework, theories and best practice guidance

##### Desirable:

- Appropriate academic qualifications
- Training applicable to this post.
- Knowledge of the impact and demands of caring and the wide range of issues it can raise.
- Car owner with valid licence

#### **7. Applicable to all staff:**

- Positive attitude
- Flexible and able to multi-task
- Good time management skills
- Emotionally resilient

- Non-judgemental and respectful of others
- Commitment to equality and diversity
- Respectful of confidentiality
- Excellent team player
- Appropriate sense of humour
- Empathetic with an understanding of caring
- Approachable and able to be sensitive
- Able to work on own initiative within the boundaries of the role