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| **Job Title**:  **Salary:**  **Hours of work:**  **Location**:  **Responsible to**:  **Responsible for:**  **Length of Contract:** | Carersline Worker  £21,500.00 - £23,478 per annum pro rata  35 hours per week over 5 days  9 Springfield Road, Sale, Cheshire, M33 7XS  Adult Casework Manager  Carersline, supporting student placements & volunteers  Permanent |

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| 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.  Trafford Carers Centre has been a vital service for carers, supporting them throughout the breakdown to access carers assessments, emotional support and peer support activities to help reduce the impact of caring and prevent carer breakdown. As a result of increasing numbers accessing the service we are now seeking to recruit an experienced worker to join the team and offer support to carers both through assessments, signposting and connecting with peers.  As part of the Adult Casework Team you will be responsible for the operational delivery of Carersline, our telephone system which is the main incoming communication portal with and for carers. You will be taking calls from existing Carers, and new, to answer their questions, to take referrals to direct people to advice, guidance and support.  The post holder will have a pivotal and influential role in developing our interactions with carers, other agencies and professionals and demonstrating impact.  You will have proven experience relevant to the role. With a strong emphasis on supporting people, quality assessing, impact measurement, building successful partnerships, delivering results and inspiring others. You will work effectively in collaboration with funders, VCSFE groups and carers.  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 ensure new carer details are properly recorded directly on CharityLog our new client recording system. To ensure that all relevant referral information is taken to positively enable Adult Caseworkers to undertake carers assessment to address all aspects of need. * To support a team of volunteers and student placements to deliver carer support on Carersline. * To maintain records of volunteer and student involvement. * To support safeguarding issues arising through Carersline. * To support strong and effective external relationships and partnerships to enable carer support. * To support the Adult Case Work Team where required to.   **Management and performance:**   * Take a strategic role across Carersline operational services, working alongside and supporting Adult Case Work team responsible for casework. * To support the review of Carersline impact on the services provided to new and existing carers.   **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 codesign 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 meetings   **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 report 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 Adult Casework Team Manager to produce requested reports and provide narratives to support data and explain trends and anomalies. * To work in collaboration with Adult Casework Team to implement & deliver impact measurement tools to demonstrate effectiveness of carer interventions. * To contribute ideas and suggested articles for the Trafford Carers Centre quarterly newsletter |

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| **General Responsibilities**   * To adhere to Trafford Carers Centre policy portfolio, including Equal Opportunities, Code of Conduct, Health and Safety and Disclosure of Information Policies * To accept supervision from a Line Manager * To undergo training and development as is necessary to maintain appropriate performance in the post * Be familiar with appropriate legislation, procedures and resources in order to ensure that the statutory requirements are met. * To attend all staff, trustee meetings and organisational events such as the AGM and open days as required * Be efficient, responsible and maintain a high level of personal organisation * Work at all times to promote equality, diversity and individual rights * To keep records and statistics for effective monitoring of the programme, 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 clients and visitors you are working with * To work evening or weekend hours as required by the activities relating to the service (for which Time off in Lieu may be given) in line with Trafford Carers Centre’s policy * 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 client facing role within the Private, Voluntary or Public sectors. | √ |  |
| Good level of education | √ |  |
| Experience in developing services |  | √ |
|  |  | √ |
| Experience of gathering and analysing market and service data to produce reports |  | √ |
| A strong commitment to the ethos of third sector | √ |  |
| Impact measurement development and delivery |  | √ |
| Operational and human resource management of volunteers and students | √ |  |
| **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 |  | √ |
| Awareness of issues impacting Carers | √ |  |
| **Skills & Abilities** | Skills in customer service and oral communications | √ |  |
| 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 lead, develop and motivate volunteers and students on placements | √ |  |
| Ability to inspire confidence in new ideas within colleagues and |  | √ |
| Excellent reporting skills |  | √ |
| Good administrative skills | √ |  |
| Demonstrate familiarity with phone system technology, programming and operations. | √ |  |
| **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 | √ |  |
| Confidence to use and navigate client management systems | √ |  |
| Willingness to travel throughout Trafford | √ |  |
| Willingness to work evening hours | √ |  |
| Positive and flexible attitude to work | √ |  |

Ess = Essential

Des = Desirable