

JOB DESCRIPTION

Job Title:	Young Carers Support Team Leader
Hours:	35 hours per week
Holidays:	28 days per year plus Public Holidays
Probationary Period:	6 months
Pension:	Work Place Pension Scheme with Peoples Pension.
Employer:	Richmond Carers Centre (RCC)
Supervised by:	RCC Operations Manager
Responsible for:	Line management for designated posts in the Young Carers Support Team, and the efficient and effective functioning of the team.
Funding:	LB Richmond – 31st July 2024
Normal place of work:	5 Briar Road, Twickenham, TW2 6RB

Purpose of Job

To co-ordinate services to Young Carers, including supervision of Young Carers Support Team.

To ensure the provision of high quality support, information and advice, and services to young carers and their families in the London Borough of Richmond upon Thames.

To ensure the team identifies hidden young carers and raises young carers' issues, as appropriate, with health, social and other public welfare professionals.

To be aware of and inform service users, staff, and other relevant organisation of changes in legislation or services affecting young carers and their families.

To work as a member of Richmond Carers Centre – Young Carer Support Team to provide generic and emotional support, advice and information to young carers to meet their individual needs through a variety of mediums – for example face to face, telephone, email, groups.

To provide support groups and activities for young carers and support young carers to access short breaks to promote their wellbeing that contribute to the targets being met as detailed in the contract for RCC and in line with funders.

To produce the required monitoring and evaluation reports required by the contract and funders to evidence the work carried out within the budget provided.

To work with CEO and Operations Manager on service development, including identifying funding streams and proactively generating new income.

To deputise, as required, for the Operations Manager/CEO.

Key Responsibilities

Leadership

- To manage and develop the Young Carer Support Team to provide coherent and client-focussed services.
- To provide support and regular supervision to team members, to identify relevant guidance, training, and personal development needs.
- To assist in the recruitment and support of Young Carers Support Team and to lead on recruitment and support of sessional workers and volunteers.
- To manage budgets for the delivery of group and leisure activity programme and young carers' services including income generation and management of fundraising budget.
- To facilitate regular peer supervision and training sessions.
- To lead on reporting against targets and outcomes at agreed times.
- To work closely with Operations Manager and CEO in relation to service development.
- To complete targeted funding applications to compliment and build on services to young carers, in consultation with Operations Manager and CEO.

Service delivery

- To plan and oversee the day to day delivery of a comprehensive service, including one-to-one support and group offer through the Young Carer Support Team and to directly provide the service.
- To supervise, and undertake, new young carer registrations, reviews and referrals to external agencies as appropriate. This will include visiting young carers and families in their home to complete these assessments of their needs and make an appropriate support plan.
- To provide individual support to young carers on a case by case basis towards established outcomes.
- To oversee the organisation of regular young carer activities including young carers' respite breaks, for example: support groups, holiday activities, bespoke events and opportunities. These will be during school holiday periods, evenings, weekends, and to attend residential holiday activities.
- To ensure that Richmond Carers Centre and organisations providing breaks abide by legal requirements and guidelines for taking young people away for holidays, outings, and activities.
- To ensure each team member is actively involved in identifying hidden young carers within their area of work, to implement strategies to identify them and to publicise the service through a range of media options.
- To provide clear and relevant information for young carers and professionals.
- To keep up to date with all issues affecting young carers including legislative changes and local services.
- To plan and coordinate service delivery to young carers – including allocation of 1:1 support, planning and delivery of group and leisure activities in line with contractual and grant targets/outcomes.
- To liaise with Richmond Carers Centre – Adult Carers Team to manage and deliver cross family support.
- To manage safeguarding practice within the Young Carers Support Team, and adhere to organisational safeguarding policies.
- To attend multi agency meetings in support of young carers and their families, including Child Protection meetings and Team around the Child/Family where appropriate.
- To work and actively engage with schools, voluntary organisations, social services and others to raise awareness and identify young carers so that their wellbeing is maintained and improved. This will include delivery of presentations and leading discussions with key professionals and young people within a range of settings.
- To work where appropriate with other service providers/agencies to promote the young carer agenda or jointly deliver young carer support services.
- To actively promote and refer young carers to support services local and national, statutory or third sector.
- To work on Richmond Carers Centre's telephone helpline service, in partnership with the team.

Administration and service development

- To keep accurate records of group and individual young carer engagement for monitoring and evaluation purposes.
- To keep records of activities and produce progress reports for commissioners and others, as required, and to input into appropriate grant and funding applications.
- To take part in the development, implementation and review of internal systems and organisational tools.

- To work in partnership with the RCC Leadership Team and other relevant staff to facilitate the implementation of the unmet needs of carers
- To participate in key events organised by RCC and other relevant partners to promote services to a wider public and promote young carers' issues and identification.
- To comply with the Data Protection Act relating to personal information of individual members of the public.
- To participate in training and development as and when necessary.
- To undertake additional responsibilities as designated by the Chief Executive or Operations Manager of Richmond Carers Centre and commensurate with the position.
- To comply with Richmond Carers Centres Policies and Procedures.
- To assist RCC achieve our commitment to being more environmentally responsible and to reduce our carbon footprint where possible.

This post is subject to the employee undertaking an enhanced DBS check - renewable every 3 years.

PERSON SPECIFICATION

Post: Young Carers Support Team Leader

The successful applicant will need to demonstrate the following skills, experiences and abilities:

	Essential	Desirable
Qualifications/ Education	<p>Relevant degree (e.g. Social Sciences) or professional qualification (e.g. in Social Work, Nursing, Occupational Therapy).</p> <p>A good level of general education, including clear spoken and written English.</p>	Management / leadership qualifications
Management	<p>2 years management experience within a health and social care setting or charity/ not for profit sector.</p> <ul style="list-style-type: none"> • Service delivery. • Administrative systems. • Staff supervision. • Leading a team. 	Work load management
Knowledge	<p>Demonstrate a broad knowledge base in the following</p> <ul style="list-style-type: none"> • Understanding of social care services in both voluntary and statutory sectors • A broad understanding of the issues affecting young people, in particular young carers • Carers' issues and those relating to the persons they care for • Long-term disabilities and illnesses. • Care related assessments and support planning. <p>Demonstrate an underpinning knowledge of care related legislation e.g. Care Act 2014, Mental Capacity Act 2005, Children and Family Act 2014, Equalities Act 2010.</p>	Knowledge of other local/national carer support organisations
Experience, abilities and skills	<p>Demonstrate</p> <ul style="list-style-type: none"> • Good administration and IT skills • The ability to provide effective leadership to a small, diverse, team. • The ability to motivate staff and volunteers. • The ability to respond to new challenges. • Effective communication skills, including presentations. • Experience of working with clients in a group setting and individually. • Experience of advocating for clients. • Strong analytical and organisational skills. • Supervision skills – reflective practitioner and able to support team in developing their professional practice. • The ability to prioritise workloads, meet deadlines and problem solve. 	<ul style="list-style-type: none"> • Experience of using a Contact Management System (e.g. Charity Log). • Experience in delivering emotional support. • Experience in delivering group support and activities. • Experience of supporting change in an organisation • Working with or within the voluntary sector, education and/or health and social care services. • Working with carers or having undertaken a caring role. • Experience of working in partnership with other agencies and organisations. • Experience of fundraising and writing grant applications.

	<ul style="list-style-type: none"> • The ability to work as part of a team and to work confidently and sensitively with a wide range of people. • Experience of service development. • Experience of working with children or young people up to the age of 18, both individually and in group settings. • A sensitivity to, and understanding of, the potential impact of caring responsibilities on children and young people. 	<ul style="list-style-type: none"> • Experience of writing reports for funders and monitoring purposes.
Personal Qualities	<ul style="list-style-type: none"> • Reflective practitioner. • To be client focussed. • Willingness to embrace the organisations values and professionalism. • The ability to maintain good working relationships with people at all levels. • Confident in a variety of settings. • Sensitive to the needs of others. • Well organised. • To have a flexible and can-do approach. • Positive attitude and self-motivated. • A commitment to enhance the lives of carers, involving them in service development and evaluation as appropriate, • A commitment to diversity and equal of opportunities / anti-discrimination practice. 	
Circumstances	<ul style="list-style-type: none"> • Ability and willingness to work outside normal working hours, including evenings and weekends. • Able to drive with regular access to own transport for travel across the borough as required as part of the service delivery. • Undertake training and personal development. 	

Richmond Carers Centre is committed to supporting access to learning and development to perform the role to its full potential.