



Telford and Wrekin
CVS
Involving, Inspiring, Supporting

Registered Office:
The Glebe Centre
Glebe Street
Wellington
Telford
Shropshire
TF1 1JP

Tel: 01952 567800
www.telfordandwrekin cvs.org.uk

ALL AGES CARERS CENTRE TEAM LEADER

FIXED TERM UNTIL September 30th 2018

About the Carers Service (Carers Centre)

The all age Carers Service fundamentally provides advice, information and support to family carers in Telford and Wrekin. We help to identify carers, raise awareness of carers assessments and to support them to navigate and access appropriate professional services. We provide a variety of support and advice which includes signposting information, one-to-one support, support groups and respite activities. The carer's service supports carers from the age of 5 years.

Further information on our service can be found at www.telfordcarers.org.uk and www.telfordyoungcarers.org.uk.

About the Job

Job Title: All aged Carers Centre Team leader (30 hours)

Responsible to: The Head of Projects

Job Purpose:

- To develop, co-ordinate and lead the All Aged Carers Centre.
- To support the service to identify unmet need, set priorities and contribute to the local carers strategy.
- To ensure effective communication with the dedicated Carers Commissioner.
- Ensure appropriate and proportional representation of carers of all ages to participate in having their voices heard.
- Ensure the service supports carers in a person centred way to remain safe within the community.
- To support and supervise the staff team (currently 11) and oversee the supervision of volunteers.

Main Responsibilities

1. Staffing Responsibilities

- a) To lead a team of Carers Centre staff members (currently 11) and volunteers.

- b) Recruitment, Induction, supervision and annual appraisal of staff members in line with CVS procedures. Staff and volunteers must have appropriate training.
- c) Development of, and participation in, team meetings on a regular and frequent basis.

2. Information and Reporting Requirements

- a) To maintain records which provide statistical information for monitoring and evaluating the service.
- b) To produce statistical information on service usage for the Carers Centre Service.
- c) To provide regular team reports on the work of the service for CVS Senior Management team and external funders.
- d) Participate in budget setting, financial control and management in line with CVS financial requirements.
- e) Participation in CVS and Carers Centre Service marketing activities to ensure that partner organisations, service users and potential users are aware of the services offered by the team and by CVS.

3. Practice Based Requirements

- a) To encourage partnership working between voluntary and statutory agencies.
- b) To develop the service to ensure equitable access for all carers.
- c) To maintain and develop a range of information resources for carers.
- d) To work with voluntary and statutory agencies to improve the level and range of support available to carers.
- e) To network with local, regional and national agencies to develop collaborative working practice and links. This may include the design and delivery of informative talks and presentations.
- f) Responsibility for the maintenance of the Carers Centre Service website, Facebook and Social Media platforms of communication.
- g) To provide information as and when required to ensure continued sustainability of the Service alongside senior Managers within the organisation.
- h) To identify possible additional funding opportunities and to prepare and produce funding bids in conjunction with senior Managers within the organisation.

It is expected that the Team leader will carry out other reasonable duties from time to time as appropriate.

Regular support and supervision will be provided as will training, where necessary.

The Carers Centre Service operates a friendly, informal team. However, we aim to maintain the highest standards of service and efficiency. Support, supervision and training, where necessary, will be provided.

Extracts From Conditions of Service

- The post is for 30 hours per week.
- Salary: £20,950.77 per annum (FTE Salary £25,140.92)
- Expenses of travel will be reimbursed.
- Holiday entitlement – 4 working weeks plus public bank holidays as agreed.

- Superannuation – eligible employees will be auto-enrolled into the Pensions Trust pension scheme.
- The post holder will be required to undertake Enhanced Disclosure and Barring Service check. Where the post holder will work in contact with vulnerable adults, Telford and Wrekin CVS is entitled to ask exempted questions under the provisions of the Rehabilitation of Offenders Act 1974 Exemptions Order 1975 and will require an Enhanced Disclosure from the Disclosure and Barring Service before any appointment can be confirmed. Telford and Wrekin CVS complies completely with the DBS [Code of Practice](#); a copy of the code is available on request. Any criminal record shown on a disclosure will not necessarily be a bar to employment, any matter revealed will be discussed with the applicant before any offer of employment is withdrawn. Our Recruitment of Ex-Offenders Policy is available on request. Information obtained from the DBS will not be used unfairly.
- The post holder will be required to complete a questionnaire to assess any health and safety workplace needs through the Local Authority's Occupational Health Service.
- Normal office hours are between 9.00 am - 5.00 pm: Monday to Thursday; 9.00 am – 4.00 pm: Friday. "Out of Hours" work and a flexible working pattern will be necessary. Time off in lieu can be arranged (overtime is not paid).
- The post holder will be based at The Glebe Centre, Glebe Street, Wellington. Telford. TF1 1JP but will be required to work within the community.

Further Information:

For an informal discussion, please contact Debbie Gibbon, Head of Projects on (01952) 262066.

Closing Date: 3pm Friday 15 September 2017

PERSON SPECIFICATION

| | Essential (E) Desirable (D) |
|---|--|
| Possession of a Degree, or evidence of ability to study at degree level. | E |
| Comprehensive knowledge of/or experience of working with voluntary and community groups | E |
| Comprehensive knowledge of/or experience of adult and children social care. | E |
| Ability to manage resources within defined budgets and within the requirements of financial procedures. | E |
| Ability to prepare and produce funding bids. | E |
| Ability to present information to partner groups, carers and members of the public in a clear manner and through a variety of channels (media, etc.). | E |
| Ability to use IT equipment and produce reports and extract data | E |
| Ability to work to tight deadlines and manage priorities effectively. | E |
| Willingness to occasionally work out of normal working hours. | E |
| Ability and experience of line managing a high number of staff and volunteers | E |