

Gaddum



Young Carers Coordinator

Job description: Young Carers Coordinator

Job Title: Young Carers Coordinator

Responsible to: Chief Executive & Gaddum Board

Accountable to: Head of Operations

Reporting to: Carers Salford Programme Manager

Location: Across Salford & Manchester and based from Gaddum

Salary: £29,577

Working hours: 35 hours per week with flexible working required to suit the needs of the role

Context

At Gaddum, we treat everyone as individuals. We really get to know those we help, understanding their world to offer a range of support that's right for them. Our promise of tailored support is made possible by our breadth and depth of knowledge, through our unwavering commitment to the local people of Greater Manchester.

Our experience listening to generation after generation, for nearly 200 years, has taught us the importance of considering not just the individual but also the relationships around them. Our innovative approach means we can, not only build resilience, but identify further risks and offer preventive support now and in the future. At Gaddum, we believe that by supporting individuals, we ultimately help support entire communities.

Our aim is to empower and enhance the lives of people in Greater Manchester. We currently work in four Greater Manchester authorities, Manchester, Rochdale, Salford and Stockport.

Job Summary

The Young Carers Coordinator will assist in leading on the day to day operational management of Carers Salford Service and lead on Shine (The National Lottery Community Funded Young Carers Targeted Support project), which works across Salford and Manchester.

The role will have line management responsibility for the young carers link workers and young carers outreach and development workers within the Carers Salford Service and Shine.

This role will support the Carers Salford Programme Manager in maintaining the continuous development of the carers support service to ensure Gaddum is providing the best support services for carers, as well as working with the Head of Development & Innovation to explore new projects and funding opportunities for young carers services.

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Job Purpose

The Young Carers Coordinator will be responsible for the management and smooth operational running of the Carers Service in Salford and the Shine project.

Main Duties and Responsibilities Operational Management

- To provide operational management of Carers Salford Services and Shine (Young Carers Targeted Support Project)
- To coordinate a rota to cover the needs of the service
- To line manage the young carers link workers and young carers outreach and development workers
- Ensure the monitoring and reporting meets contractual targets and outcomes
- To ensure effective referral routes into both services which are triaged appropriately and provide the following;
 - Consistent advice information and guidance
 - Identification of need for specific targeted interventions
 - Time-limited intervention
 - Appropriate signposting
- To develop a carers network of support organisations to support capacity building to strengthen early identification, improve well-being, and prevent carer breakdown
- To support the Programme Manager with the social media and carers section of the Gaddum website to ensure the correct information is publicised
- To chair regular team meetings for both services and support a quarterly Gaddum carers services full team meeting
- To keep accurate and up to date records and statistical information
- To be responsible for the production of reports as requested and attend meetings when required
- To regularly audit the data collected on CRM system; ensuring that it is being used correctly to produce performance and impact data
- To produce written and verbal reports as required regarding work activities to inform planning, development and management processes.
- To maintain a general understanding of the work of the whole organisation and attend staff meetings/events
- Assist with the planning and implementation of the Gaddum Carers Salford across the Local Authority, producing operating guidelines and project management tools to assist in the delivery
- Assist in the overall management of the Gaddum Carers Salford and Shine, reporting to the Programme Manager
- Work with Gaddum's PR & Comms Lead to ensure marketing of the Gaddum Carers Salford and Shine is comprehensive and constantly reviewed to ensure the effective promotion of the service
- Support the Head of Development & Innovation, where delegated, on funding bids which involve service development opportunities
- Manage the designated office space, and use of buildings related to contract delivery, ensuring statutory compliance requirements are met

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Finance & HR

- Line management and supervision of staff as delegated within the service structure
- To be responsible for the allocation of line management and supervision pathways of Gaddum Carers Salford and Shine to ensure colleagues are supported within the service structure
- To maintain close monitoring of expenditure in line with planned account and support direct reports to understand and work within agreed budgets,
- Ensure that services are operating and adhering to Gaddum Policies & Procedures and best practice operating guidelines (SOPs),
- To support induction for new staff, students, or volunteers and provide regular supervision and annual appraisal

Quality Assurance

- Monitor and report on the performance of the pathway and ensure all internal and external performance targets/expectations are not only achieved, but that the service works towards exceeding them
- Assist in the develop of comprehensive Governance processes for the delivery of the Gaddum Carers Salford and Shine and facilitate its successful operation
- Ensure monitoring systems are in place to carry out effective evaluation and impact of the service
- Carry out horizon scanning and develop knowledge of best practice within service development and other carers services
- Assist in the development and delivery of systems which ensure carers are involved in service implementation, development and design
- Ensure all pathway delivery partners are complying with agreed governance

Other duties and responsibilities

- To represent Gaddum at external meetings and events
- To maintain awareness of local, regional, and national issues relevant to the objectives and expectations of the Charity
- To meet regularly with the Carers Programme Manager for supervision
- To organise and attend meetings as required by the Programme Manager
- To undertake additional duties within the competence of the post holder as required by the Head of Operations
- Flexible approach to working patterns to suit the needs of the role and responsibilities as required
- Explore possibilities for business development of service areas in collaboration with the Head of Development & Partnerships

The post-holder will be required to undertake other tasks as reasonably directed by the Senior Management Team, which will usually be commensurate with the skills and experience of the post-holder.

The details contained in this job description, particularly the principal accountabilities, reflect the content of the job at the date the job description was prepared. It should be remembered, however, that it is inevitable that, over time, the nature of individual

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jobs will change; existing duties may be lost and other duties may be gained, without changing the general character of the duties, or the level of responsibility entailed. Consequently, this job description may be revised from time to time.

All staff are expected to work within all Gaddum policies and procedures.



Person Specification- Young Carers Coordinator

Criteria	Essential	Desirable	Assessed *
Qualifications & Training	<p>Maths and English GCSE at grades C or above (or equivalent qualification)</p> <p>Line Management experience</p> <p>Experience of service provision</p> <p>Experience of undertaking risk assessments.</p> <p>Experience of training delivery</p> <p>Evidence of continuous professional development.</p>	<p>Educated to degree level, equivalent professional qualification or relevant experience</p> <p>Experience of working with children or young people</p> <p>Health/social care practitioner qualification</p> <p>Qualifications or experience of training delivery</p>	A, I, T
Knowledge & Experience	<p>Demonstrable commitments to high professional and quality standards</p> <p>Experience of accountability for service provision</p> <p>Experience of performance management</p> <p>Experience of ensuring contract compliance</p> <p>Experience of monitoring and data submission</p> <p>Ability to work effectively as a team leader and team member</p> <p>A clear understanding of the issues affecting carers and their support needs</p> <p>Experience of report writing and record-keeping</p> <p>Understanding of the ethos of the voluntary and community sector</p>	<p>Experience of supervising in a health and social care service</p> <p>Knowledge/ Experience of working in health & social care sector</p> <p>Knowledge/experience of working in the voluntary & community sector in particular within the Salford area</p> <p>Knowledge and experience of financial oversight</p> <p>Knowledge of equality and diversity</p> <p>Experience of managing a range of programmes of work or at a middle management or senior management level</p>	A, I, T

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	<p>Understanding of Child and Adult Safeguarding policies</p> <p>Understanding of the needs of carers and the issues around access /barriers to services faced by some members of the community</p>		
Skills & Abilities	<p>Ability to manage own workload whilst working in a direct access service</p> <p>Proven teamwork skills as well as ability to work on one's own</p> <p>Experience of outcome monitoring</p> <p>Ability to negotiate, influence and solve problems effectively</p> <p>Excellent oral, written and communication skills with the ability to draft and present reports</p> <p>Excellent interpersonal skills with the ability to quickly build rapport & working relationships with stakeholders at all levels</p> <p>Demonstrably IT literate including proficiency in all aspect of Microsoft Office</p> <p>Strong attention to detail and highly organised approach to work</p> <p>Solution focused attitude and a drive to support others around to emulate the same</p> <p>Ability to manage concurrent deliverables and work under pressure daily</p>	<p>Ability to lead, motivate and manage a diverse team</p> <p>Knowledge of Salford and Greater Manchester partner organisations and services</p> <p>Knowledge of relevant legislation, policy & guidance relating to Gaddum Centre services</p> <p>Knowledge of practice issues for relevant professional groups</p> <p>Knowledge and experience of information management systems</p>	A, I, T
Attitudes & Values	<p>Committed to equality & diversity</p> <p>Committed to the values of Gaddum Centre</p> <p>Non – judgmental attitude</p>	<p>Knowledge of Gaddum</p> <p>Understanding of support, advice & guidance</p>	A, I

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	A flexible & positive work ethic		
Others	Flexible approach to working hours to meet the needs of the service	Ability, with advance notice, to work evenings & weekends if required by the organisation	—