Job description: **Carer Services Manager**

Reports to: Chief Executive

Budget Responsibility: Statutory contracts, grant contracts

Key holder responsibility: Yes

Post: Full time – 35 hours per week

Salary: 36K – 38K dependant on experience

Annual Leave: 25 days + Bank Holidays

**Role description**

This is a key role within Greenwich Carers, responsible for the management of all carer support services and the service team, including volunteers. This currently includes our Support Hub team (3xSupport workers) , Telephone Mentoring Service (1xPtWorker, 2xVolunteers), Wellbeing Project worker, Peer Volunteering Project Lead and Volunteering Outreach Worker, however the service portfolio will expand over time. As part of the senior management team the Carers Services Manager (CSM) works with the CEO and the Centre Manager to develop new services, funding and opportunities. The role leads service delivery, is responsible for building and maintaining cross-sector partnerships, and delivers and monitors a range of statutory and non-statutory contracts. The CSM works collaboratively with the CEO, the Centre Manager and the wider team to provide a joined up and responsive service to unpaid carers in Royal Greenwich.

**Carers Services**

* To lead on the delivery of all service contracts
* To ensure services are provided in compliance with contracts in terms of required outcomes
* To monitor service delivery and provide monitoring reports as required by contract providers
* To ensure services adapt within the bounds of the contract to ensure the needs of customers are met
* To ensure support is provided as flexibly as possible at various locations around Greenwich, including the carers centre
* To ensure all service delivery and support staff and volunteers are compliance trained, monitored and supervised
* To act as the lead within service teams for processing Safeguarding concerns

**Team Management**

* To support and facilitate service teams, staff and volunteers to develop professional skills and team working practices
* To identify training needs and provide, facilitate and organise training and development activities for all carer services staff and, in collaboration with the Centre Manager, all GCC staff
* To regularly review all policies and procedures, updating where necessary and ensuring compliance
* To induct and train new service staff and service support volunteers
* To manage all HR requirements for Carers Service staff including; processing holiday requests, sickness, DBS checks, incident reporting, disciplinaries, etc.

**Strategic planning**

* To work with the CEO, as part of the senior management team, to plan the services development strategy in response to the operational environment
* To assist the CEO with the development of local authority tenders and grant funded projects
* To work closely with the Centre Manager to support centre activities and events and ensure the centre and services are mutually supportive and strategically aligned
* To collaborate with carers and service team members in developing new projects and programmes

**Partnerships and networking**

* To represent the organisation by participating in Local Authority and Voluntary Sector Forums, Steering Groups and Consultation activities in conjunction with, and at the request of the CEO
* To collaborate with established and new partners on service delivery, providing new opportunities for unpaid carers through a cooperative whole sector approach

**Coproduction and carer feedback**

* To develop and establish coproduction forums and focus groups, utilising results to improve services
* To work with community and faith leaders, statutory and voluntary organisations, throughout the borough to embed awareness of unpaid carers and develop active connections and mutually supportive actions supporting carers
* To establish carer engagement and consultation processes that provide meaningful insights into carer needs and opinions about carer services
* To work with the CEO on developing awareness raising campaigns, materials and projects

**Data recording and monitoring**

* To ensure service delivery data is recorded on to Charity Log systems
* To train and support staff who are required to record activity data onto Charity Log systems
* To monitor the input of service delivery data on a monthly basis to ensure Charity Log systems are up to date
* To be the organisational lead in regards to managing Charity Log systems and the primary contact for system providers
* To ensure and maintain customer confidentiality and ensure customer information is secure and only shared within the guidelines of GDPR
* To produce service delivery activity reports as requested by the CEO

**General**

* To act in an appropriate manner at all times
* To maintain a respectful and inclusive relationship with all colleagues, carers and partners
* To represent the organisation when dealing with stakeholders, voluntary sector partners and the wider community
* To undertake any other duties as reasonably requested by the CEO or Board of Trustees
* To work collaboratively and in a supportive and respectful way with all team members and across teams
* As we are a small organisation you will remain flexible at all times, responding to the environment and needs of Greenwich Carers Centre, colleagues and service users