

Job Description

Job title:	Working for Carers Project Coordinator
Accountable to:	Operations Manager - North Tyneside Carers' Centre
Job Purpose:	To manage delivery of the Working for Carers Project on a day to day basis.

Main Duties and Responsibilities:

- Manage delivery of the Working for Carers Project on a day to day basis, within budget.
- Work closely with the North of Tyne Combined Authority and the team of Advisors to ensure the project meets the needs of carers and delivers the required outputs and outcomes.
- Oversee the monitoring and evaluation framework and prepare monitoring reports for the management team and funders.
- Ensure the team of advisors are integrated into the three organisations across North of Tyne: establishing and maintaining effective communication mechanisms.
- Induct, supervise and support the team of advisors.
- Screen and allocate referrals and monitor demand on the service.
- Ensure standard operating procedures are adhered to through regular service audits.
- Network with organisations and provide information and advice to key stakeholders about the project.

Key tasks

1. To manage Working for Carers Project service delivery, ensuring that carers access support to meet their needs.
2. To develop and implement a robust monitoring and evaluation framework - to evidence the difference the service is making to carers and report progress against outputs and outcomes.
3. To act as the lead contact with the North of Tyne Combined Authority and respond to information requests.
4. To induct new workers, in line with the induction framework, and meet with them weekly to assess their learning and understanding.
5. To integrate the advisors across the three organisations and maintain effective communication mechanisms with the lead managers for the project in each organisation.

6. To undertake 6 weekly supervision sessions with individual staff to monitor workloads, recognise areas of success and provide constructive challenge where required.
7. To ensure staff understand and adhere to the service's standard operating procedures and organisational policies and procedures.
8. To ensure that advisors understand carers' rights and feel confident in challenging professionals in a positive way to ensure individual carer's needs are met.
9. To process and screen new referrals, in line with the service's eligibility criteria, in a timely manner.
10. To undertake monthly service audits of all staff and identify training and/or performance issues.
11. To authorise applications from advisors for the Participation Fund and monitor fund spend.
12. To develop improvement plans or learning and development plans for staff to address gaps in learning and knowledge.
13. To make decisions regarding levels of risk in line with local authority safeguarding thresholds and refer as appropriate.
14. To provide out of hours on-call support to staff on a rotational basis.
15. To be an effective member of the team, attending regular team meetings, supervisions and appraisals.
16. To participate in training and personal development activities which are appropriate to the role in order to meet statutory and departmental requirements.
17. To provide support and assistance whilst carrying out any other duties as and when required by the Operations Manager and Chief Executive.

Person Specification

Qualifications and Training	Essential	Desirable
Possess a recognised business management or recognised social care (NVQ level 3) qualification	X	
Knowledge and Experience		
A minimum of two years' experience of delivering employability support for adults.	X	
A minimum of two years' experience of line managing staff	X	

Experience of delivering a range of interventions to support adults to return or sustain work.	X	
Experience of supervising staff with complex and challenging caseloads.	X	
Experience of undertaking regular audits to ensure service operating procedures are adhered to.	X	
Experience of delivering training and presentations to stakeholders.	X	
Experience of working with unpaid carers.		X
Knowledge and understanding of rights and support applicable to carers such as employment rights, assistive technology, and/or benefits such as Carers Allowance.		X
Understanding of the potential barriers to education, employment and learning for carers.		X
Knowledge of the local labour market in the North of Tyne region.	X	
Experience of and working to agreed targets to achieve set outcomes.	X	
Knowledge of and a strong commitment to equality and diversity.	X	
Experience of multi-agency working to achieve goals and joined up provision.	X	
Knowledge and understanding of the health and social care system in Northumberland/North Tyneside/ Newcastle.		X
Experience of using Charity Log or other CRM system.		X
Skills, Abilities and Attributes		
Ability to lead and motivate a team to deliver high quality support and individual and team targets.	X	
Excellent organisational and administrative skills, including the capacity to manage competing demands and meet deadlines.	X	
Ability to work remotely and autonomously with minimal supervision with a delegated level of responsibility.	X	
Ability to identify and assess risk impacting service delivery.	X	

Good interpersonal and networking skills and the ability to work well with carers, professionals and harder to reach groups.	X	
Ability to initiate, develop and sustain effective relationships with a wide range of stakeholders.	X	
Ability to deal with conflict and motivate staff and service users under difficult circumstances.	X	
Ability to collate and produce high-quality information materials for circulation to service users and professionals.	X	
Excellent IT skills with particular emphasis on Microsoft packages and CRM databases.	X	
Self-motivated and capable of responding independently to problems and situations, using skills and initiative to work towards mutually beneficial solutions.	X	
Flexible approach to working, including weekends and evenings when required.	X	
Commitment to providing a quality service and a strong commitment to team working and supporting colleagues.	X	
Excellent written and verbal communication skills.	X	
Ability to challenge negative attitudes and beliefs, when necessary, while working with carers.	X	
Ability to work within professional boundaries and respect and adhere to confidentiality, data protection and information sharing regulations across all aspects of the work.	X	
Model and encourage high standards of honesty, integrity, openness and respect and portray a positive image of the organisation at all times.	X	
Ability to travel efficiently throughout the North of Tyne area.	X	
Professional, enthusiastic, self-motivated, and reliable.	X	