

CarersBucks

JOB DESCRIPTION

Job title:	Young Carers and Young Adult Carers Team Leader
Team:	Young Carers and Young Adult Carers Team
Salary:	£26,000 - £28,000
Hours:	37 hours per week
Duration:	Permanent
Location	The role will be based at Carers Bucks offices in Aylesbury with travel across the county. This will include the ability to work from home. This may be subject to revision as the Family Support Service develops and the team become more geographically based.
Responsible To:	Young Carers and Young Adult Carers Service Manager

Job Aim

To lead, manage and support the Young Carers and Young Adult Carers team (YC and YAC) in the delivery of services in a geographical area of the county.

To manage and support the team members in their specified geographic areas or specialist projects to work closely with local partners agencies in Early Help and Family Support Services and any other local agencies to assist in delivering a joined up family support service to YCs and YACs.

Lead the support workers to raise awareness in schools and colleges about YC and YAC, set up support groups and 1:1 drop in services where possible. Ensure the YC and YAC Support Workers work in partnership with the family support worker allocated to the schools in their area through the Family Support Services.

As the BCC Families Support Service develops, manage and support all team members to represent YC at the Family Support Centres and identify how we work with our strategic partners to support more young carers.

To lead and manage the team so that they facilitate and use the appropriate models of practise which will support YC and YACs within their area.

Support volunteers and staff training programmes in conjunction with the Training and Volunteer Manager to add capacity to our teams to work with more YC and YACs.

To lead and manage the staff and volunteer team so that they run YC clubs, holiday activities and targeted groups in local family or youth centres which enables the service to engage with more YC and YACs who can enjoy social education and a break from caring.

To lead and manage the team so that they work in an integrated way with the adult carers support team and support and initiate internal and external multidisciplinary meetings about families when required.

To lead and manage the team so that they support Carers Bucks fundraising team and are aware of the targeted shortfall required to run their service.

To lead and manage the team so that they support Carers Bucks communications functions, in particular being aware of the need to identify YC and YACs who would be willing and suitable to speak to the media about their experiences.

To ensure all staff understand and fully trained in the policies processes and procedures required to run services in the safest and most appropriate way.

Key responsibilities/accountabilities

- Lead, supervise, motivate and support the YC and YAC team in the day to day delivery of a high quality YC and YAC service in Buckinghamshire
- Provide leadership, encouragement and coaching to establish and maintain a positive and effective working environment; dealing with any interpersonal issues as and when they arise
- Ensure that all YC and YAC referrals are dealt with in a timely and efficient manner so that they receive high quality support both individually and in groups
- Manage office-based and remote staff by utilising technology effectively
- Ensuring that there are enough staff to cover the service at all times
- To lead and facilitate team meetings
- Ensure that the team are trained to the required standard
- Work closely with the YC and YAC Services Manager in reviewing the appropriate geographic deployment of support staff in light of the developments of the Buckinghamshire Family Support Service and the Family Centres
- Achieve targets set by the YC and YAC Service Manager
- Undertake annual performance reviews with members of the YC and YAC Support Team
- Develop and implement systems to capture monitoring data as required
- Produce reports as required including the use of data from YC and YAC data base
- Work closely with the YC and YAC Service Manager to develop and improve services for YC and YAC and maintain an in depth knowledge and understanding of their needs and of the services / benefits available to them
- Manage volunteers to support YC and YAC service and manage the team to do this
- Establish and maintain referral pathways between YCs and YACs and other organisations
- To develop and maintain professional relationships with social care and other statutory and voluntary sector partners

- In conjunction with the Volunteer and Training Manager oversee the induction and training of all of the YC and YAC staff and volunteers you are responsible for
- Provide effective feedback to team members regarding the organisation's performance, strategy and operational targets
- Provide effective feedback upwards to the YC and YAC Service Manager
- To participate in and represent Carers Bucks in joint activities e.g. AGM, Carers Week, Young Carers Day, open days, other promotional events and conferences
- To gain vocational qualifications relevant to YC and YAC support as set out by Carers Bucks
- Undertake other relevant training and be proactive in assessing own training needs
- To ensure the team identify and support YC and YAC who are willing to talk to the media about their caring role
- To lead and manage the team so that they work in an integrated way with the adult carers support team
- To answer incoming telephone calls when office based
- To lead and manage the team so that they work with and supports Carers Bucks fundraising and communications teams
- Any other duties as reasonably required by Carers Bucks

Key Skills and attributes

- The ability to effectively lead, motivate and supervise the YC and YAC support team
- Be a self-starter and be self-motivated
- Empathic, with the ability to deal with confidential issues in a professional manner
- Well organised and passionate about supporting YCs and YACs
- The ability to achieve vocational qualifications
- To be well informed about YC and YAC rights and their life experiences, what resources are available to support them
- The ability to use standard IT packages and to use Carers Bucks database following training
- Be able to communicate effectively in writing and verbally to YC and YAC and professionals
- To be confident and persuasive when dealing with children's services and social care professionals and the public
- A commitment to the values and ethos of Carers Bucks
- The ability to manage volunteers
- Have a good level of general level of education
- Have the ability to deliver YC and YAC awareness training to other organisations and professionals
- Have the ability to develop productive working relationships with other professions including those based in the Family Support Service
- Time management and project management skills
- Have the ability to meet targets and manage in a high pressured environment
- A committed to the provision of a consistent, high quality service that supports YCs and YACs well being
- A good knowledge of YC and YACs rights and the services available to them

Person Specification

Qualifications and Experience

- Experience of working with YC and YACs (E)
- A good general level of education (E)
- A full driving licence and access to own transport (E)
- Experience of managing staff (D)
- Experience of report writing (E)
- Experience of working with social care professionals (D)

Knowledge and Understanding

- A clear understanding of the issues affecting YCs and YACs and their support needs (E)
- Understanding of the needs of YCs and YACs issues around access / barriers to services (D)
- Ability to understand Children's and Adult's Safeguarding policies (E)
- Good level of understanding of the developments in children's and young people's services and social care (E)

Competencies

- Excellent verbal, listening and written communication skills (E)
- Experience of record keeping and monitoring systems (E)
- Ability to manage own workload and have proven time management skills (E)
- Ability to lead, support and motivate a team (D)
- Good general level of office IT skills (E)
- Ability to develop outcomes measures for YCs and YACs support (E)
- Ability to gain qualifications relevant to YCs and YACs support (D)

Personal Attributes

- Highly self-motivated with ability to use own initiative (E)
- A willingness to actively participate in training and development opportunities (E)
- Ability to work flexible hours, evening/weekend work as required (E)
- Ability to promote the needs of YCs and YACs and the work of Carers Bucks (E)
- A positive can do attitude (E)
- Demonstration of a commitment to equality and diversity (E)
- Commitment to the values and ethos of Carers Bucks (E)
- A commitment to team working (E)

E = Essential

D = Desirable