

JOB DESCRIPTION

JOB TITLE: Young Carers Deputy Manager

EMPLOYER: One Community

ACCOUNTABLE TO: Family Services Manager

OBJECTIVES:

- To be responsible for the day-to-day running of the young carers project
- To deputise on behalf of the Family Services Manager
- To support families and young carers at risk of achieving poor outcomes through parental/significant adult or sibling disability, poor physical or mental health or substance misuse
- To be responsible for the management, recruitment and retention of volunteers

Key tasks and Responsibilities:

Project Support

- To support young carers team with day to day issues
- To identify young carers within the community by raising the profile of the project
- To deliver awareness sessions to the community to raise the profile of young carers
- To support the manager in writing funding applications
- To lead on referrals incoming and outgoing and monitoring
- To process all incoming referrals and inputting the referral on to the database following the referral procedure
- To keep accurate records and record information such as case notes, registers and plans on the database
- To support the team with the facilitation of day trips and respite activities for young carers in the school holidays
- To communicate well within the team, One Community and partners to ensure a consistent approach to both children and parents
- To be sensitive to young carers needs and issues and to refer these, as appropriate, to the Family Services Manager
- To work closely with educational establishments in order to identify young carers so that their experience within school is positive and they feel empowered to reach their full potential
- To establish a platform for young carers to express views
- To have an overview of the young carers Projects work within allocated budgets
- To write written reports to funders detailing the impact made

Family Support

- To liaise with Statutory Services to promote the awareness of young carers, facilitate referrals and undertake joint working as necessary
- To attend Child Protection, Children in Need, Team Around the Family and Team Around the Child meetings when necessary

- To advocate on behalf of young carers and their families, when appropriate, and to liaise effectively with agencies to ensure that they receive the services they are entitled to
- To attend the weekly Early Help Hub meetings and report back
- To liaise with Children and Adult Services to ensure that appropriate services are in place
- To ensure the young carers project is part of a strong network with professionals and agencies to promote multi-agency working
- To work proactively with parents/cared for to enable them to access the help they require, have the knowledge to effectively signposting agencies and referral partners

Volunteer Coordination

- To be responsible for the recruitment, retention and support of volunteers
- To promote volunteering opportunities encouraging potential volunteers to support the project
- To ensure volunteers are adequately trained and provide regular one to one support and team meetings
- To coordinate volunteer transport for young carers and liaise with team to utilise volunteers
- To ensure the children and volunteers are safeguarded at all times

GENERAL

- To work as part of a team, to develop positive, professional relationships with young carers and their families
- To be largely self-sufficient in terms of the post's administrative work
- To promote equality and diversity in all aspects of work
- To follow all relevant policies and procedures including safeguarding, Risk Assessments and Confidentiality to always ensure young carers are safe from harm
- To maintain professional boundaries
- To take part in young carers project Team Meetings
- To undertake regular supervision with Family Services Manager
- To attend relevant training as required
- To comply with and work to all One Community procedures
- To undertake such additional responsibilities as required which are commensurate with the grade and responsibilities of the post
- All employees and volunteers are expected to work as a team by actively sharing and exchanging information across the organisation, attending staff meetings when asked and working together with other staff when roles and interests overlap
- Deal with members of the public, users of the scheme and other professionals in an appropriate and sensitive manner and to communicate effectively with them verbally and in writing

- In all aspects of handling personal information all employees are required to work to maintain confidentiality and data protection
- To participate in One Community meetings and appraisal sessions as appropriate
- Any other duties commensurate with the post as required from time to time by the Family Services Manager
- To comply with all of One Community policies and conditions of services as laid out in the Staff Handbook

CONDITIONS OF SERVICE

Full conditions of service are detailed in the Contract of Employment and the General Employment Handbook.

This post is subject to a minimum probationary period of six months

HOURS: 37 hours per week

Some of which will be unsocial, (after school, evenings and week-ends) however, time off in lieu may be available in some circumstances and the post-holder may on occasions be required to work additional hours to fulfil the needs of the service.

Behaviours Framework

Central to the delivery of the role are the One Community's values and behaviours and all employees are expected to work within One Community's Core Behaviours Framework. These are shared by all employees and applied to everything we do. The points for each behaviour are shown below:

Generic Staff Behaviours	Definition
Adaptability & Flexibility	Respond positively to change and adapt own behaviour or work practices when there is a change in the work environment.
Customer Service	Demonstrating an understanding that customers and customer satisfaction are the foundations of the organisations success.
Communication	The ability to see where personal improvement can be made, and the willingness to undertake development opportunities to achieve them.
Personal Improvement (own learning & development)	The ability to see where personal improvements can be made, and the willingness to undertake development opportunities to achieve them.
Taking Responsibility and Achieving	The ability and willingness to focus on achieving individual

Results	and organisational goals.
Working with Others	The willingness to act as part of a team and work towards achieving organisational goals and outcomes.

Management Behaviours	Definition
Change Management	The ability to communicate a compelling vision generating genuine motivation and commitment and to act as a sponsor of the Future operating model and other major corporate initiatives that have the capability to impact on the whole organisation and the community
Financial and Resource Management	Demonstrating an understanding of the financial impact of decisions that are made at all levels of the organisation.
Leading and Motivating	The ability to lead your team by using knowledge, experience, motivation and expertise to make rapid effective decisions.
Project Management	Effectively managing projects by utilising individual strengths, resources and expertise to achieve maximum productivity.
Service Delivery and Continuous Improvement	The ability to see where improvements can be made, and the willingness to keep encouraging the change of systems or procedures where necessary to achieve improvements and deliver an effective service.
Strategic Management	The ability to define and share the vision and strategy of the One Community.

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be expected to attend. This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the post holder.

This job description will be subject to regular review and One Community reserves the right to amend or add to the details.

Key Policies



We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with Health and Safety Policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if our organisation must deal with the results of a civil emergency.

DBS check

This post is subject to a criminal record check. The level required is: Child Workforce

NB This is not intended to be a full definition of duties and staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. It is also a non-contracted document and may be subject to change.