

## **Job Description and Person Specification**

<b>Post:</b>	<b>Service Delivery Manager North Lincolnshire</b>
<b>Salary:</b>	<b>£25,481 – £29,577 pro rata</b>
<b>Hours:</b>	<b>30 hours per week including evening and weekend work both on a rota and as part of the delivery of this role</b>
<b>Location:</b>	<b>Carers' Support Service, 11 Redcombe Lane, Brigg North Lincolnshire, DN20 8AU</b>
<b>Travel:</b>	<b>Travel around North Lincolnshire, and occasionally North East Lincolnshire</b>
<b>Accountable to:</b>	<b>Operations Director</b>

### **JOB DESCRIPTION**

The Carers' Support Centre has been providing a range of support and services to Carers in North Lincolnshire for over 30 years, and in North East Lincolnshire since 2014.

We are searching for a driven, dynamic and confident leader to work with and manage a well-established team. You will have a passion for managing and developing people and have proven experience in achieving results and meeting KPI's.

This role gives the successful candidate the scope to build on and develop the services and support that the Carers' Support Service provides.

You will be responsible for 'on the ground' management and coordination of the Carers' Support Service team and the day to day delivery of the service. The Manager will have responsibilities particularly around staff management, supervision, training and developing a programme of outreach.

During the coronavirus pandemic the Carers' Support Service has diversified its offer to Carers. Providing support and training online is now a key part of the service delivery offer. You must be able to confidently and competently use I.T.

You will act as a representative, advocate and ambassador of the Carers' Support Service.

### **AREAS OF RESPONSIBILITY**

- Provide motivation, support and supervision for all staff reporting to the post.
- Hold regular team meetings.
- Ensure clear and effective communication across the team.
- Support staff to manage their workload effectively.

- Ensure adequate resources for the running of services and support.
- Manage the day to day running of support services.
- Manage annual leave and sickness absence.
- Work with staff to develop support within the remit of their projects/areas of work (have an understanding of each job role and the work of each member of staff).
- Work with the Training and Wellbeing Team on the organisation and implementation of a Northern Lincolnshire training programme for Carers across North and North East Lincolnshire.
- Work collaboratively with the Service Delivery Manager in North East Lincolnshire and cover the North East Lincolnshire office when needed.
- Oversee a programme of outreach.
- Provide and facilitate training to Carers, professionals and staff.
- Take a leading role in the organisation of Carers Week and Carers Rights Day events.
- Manage and monitor the quality, relevance and appropriateness of information available to Carers from the building, website, in newsletters and via social media.
- Manage and monitor the quality and consistency of information recorded on the charity's Customer Relationship Management system by the team.
- Ensure the building is kept to a good standard of hygiene and cleanliness.
- Ensure policies and procedures are followed.
- Have a clear insight in to the aims and objectives of the charity.
- Support the collection of information and statistics for reporting and monitoring purposes.
- Have a basic overview of project budgets.
- Work closely with the Operations Director to deliver a comprehensive and effective Carers' Support Service and provide them with a weekly update.
- Input into senior team meetings and planning for the future.
- Represent Carers and the Carers' Support Service at monthly Carers Advisory Partnership Meetings.
- Be a representative, advocate and ambassador for the Carers' Support Service.
- Any other duties as required.

# The Carers' Support Service

## Working with Carers in Northern Lincolnshire



### PERSON SPECIFICATION

The post holder will be expected to possess the following qualities:

#### Knowledge and Experience

##### ESSENTIAL

- A clear understanding of the issues affecting Carers, their support needs and barriers to accessing services and support
- A clear understanding of how to effectively manage and develop a team
- A minimum two years' experience in a supervisory or management position
- A minimum of one year experience working in a health, social care or third sector setting
- A good knowledge of health and social care services
- An understanding of the ethos of the voluntary and third sector
- An understanding of Safeguarding policies
- An understanding of General Data Protection Regulations
- Experience of writing reports and case studies
- Experience of developing and/or implementing services and/or projects
- Experience of delivering training to staff or service users
- Knowledge of health and safety in the workplace

##### DESIRABLE

- Experience of quality monitoring in an information, advice, guidance and support service
- Experience of using social media for work purposes
- Experience of Safeguarding Adults and Children
- Experience of coaching and developing teams

#### Skills

##### ESSENTIAL

- Ability to maintain high standards in a busy service
- Ability to manage services or projects and meet KPI's
- Ability to use a database for recording information and preparing reports
- Ability to deliver complex information in an easily accessible way
- Proven leadership skills
- Excellent verbal and written communication
- Experience of report writing and record keeping
- Ability to manage own workload and proven time management skills
- Ability to plan ahead and think on the spot
- Excellent level of I.T. Skills

##### DESIRABLE

- Experience of outcome monitoring

#### Personal Attributes/Qualities

##### ESSENTIAL

- Demonstration of a commitment to equality and diversity
- Commitment to delivering an excellent service and to challenging barriers to that commitment being met
- Ability to promote the needs of Carers and the work of the Carers' Support Service
- A flexible and pro-active approach to tasks and priorities
- Commitment to continue personal and professional development and a willingness to take up training opportunities
- Patient, understanding, fair and confident approach to managing staff and volunteers
- Ability to work flexible hours

#### Essential Qualifications

- Educated to A-level or above with a minimum of grade C in GCSE Maths and English

#### Essential Work Arrangements

- You will need a full driver's license with access to a vehicle