

**Carer Support Adviser – Team Lead**  
**(Medway, Kent)**

**Reports To:** The Service Manager

**Managerial accountability:** Carer Support Advisers and Brokerage Coordinators

**Location:** Flexibility to work from home and community venues

**Purpose of the role:** Working closely with the Service Manager in leading the Medway community-based team to deliver high quality services, ensuring Carers First can demonstrate the impact and evidence the difference the services makes to Carers and overseeing the Brokerage team for Dartford, Gravesham, Swanley & Swale.

**Job Overview**

The **Carer Support Adviser – Team Lead** will:

1. Provide day to day line management to the teams and ensure that outcomes are achieved within budget and contract compliance and funders requirements are met.
2. Manage the Medway community-based team and the Brokerage Team for Dartford, Gravesham, Swanley & Swale in creating culture of continuous learning, nurturing talent building on strengths, and promoting innovation.
3. Work in co-production with carers to ensure that all services are exceptional, well led, person centred, safe, innovative and which makes a positive difference to the lives of Carers.
4. Build effective relationships and partnerships with commissioners, other organisations, partners and key stakeholders to create better outcomes for carers.
5. Develop a strong understanding of the Carers First database to provide evidence for reporting, ensuring that accurate database recording and effective quality monitoring.

**Responsibilities and Duties:**

1. **Provide day to day line management to the teams and ensure that outcomes are achieved within budget an contract compliance and funders requirements are met.**
  - Ensure that the teams offer timely, person centered advice and work with carers in a solution focused way.

- Complete all monitoring and reporting requirements in the the agreed timescales and support the Service Manager to ensure al the performance targets are met, reported upon and the impact is measured.
- Support the Service Manager to review performances and quality assure services at the regular intervals, identifying best practice and ensuring processes are in place to facilitate continuous improvement.
- Ensure that financial procedures are adhered to and that budgets are monitored at regular intervals, agreeing remedial ction with the Service Manager to rectify any variances in timely manner.
- Work with Comms Team to develop and deliver a local communication plan to promote Carers First services and extend our reach.
- Support in the recruitment of positions within the Medway team in-line with safeguarding and Carers First procedures.

## **2. Manage the Medway Community based team and the Brokerage team in creating a culture of continuous learning, nurturing talent, building on strengths, and promoting innovation.**

- Supervise the community-based team and brokerage team and practices with carers, celebrating successes and implementing effective performances management to support individuals with areas of performance.
- Ensure that the teams record accurate, high quality and regular performance information, in accordance to reports required internally, by funders or commissioners.
- Ensure the teams has plans, processes and systems in place to deliver operational and contractual requirements.
- Practice a supportive, inspiring and inclusive style of leadership facilitating a culture which encourages the team to thrive, develop, and be high performing.

## **3. Work in co-production with Carers and volunteers to ensure that all services are exceptional, well led, person centered, safe, innovative and which makes a positive difference to the lives of Carers.**

- Work alongside the Service Manager to ensure that all services delivered are co-produced, person centered and engaging for Carers.
- Identify services provision gaps and proactively explore new opportunities to enhance the service offer including volunteers in supporting services.
- Develop opportunities through digital technology to reach more carer and to drive service improvements.
- Work with the Service Manager to see opportunities which are strategically aligned to develop new projects and partnerships, to benefit Carers.

## **4. Build effective relationships and partnerships with commissioners, other organisations, Primary Care Networks (PCNs) and key stakeholders to create better outcomes for carers.**

- Develop and sustain collaborative and productive partnerships with statutory, voluntary partners, Primary Care Networks (PCNs) and key stakeholders.

- Actively identify Carers through partnerships, outreach, community connections, and networking.
- Attend relevant meetings and networking events, as required in representing the charity professionally.
- Provide training to wider community partners around identifying and supporting Carers.
- Build a knowledge of the local community services to provide guidance and support with Carers including referral pathways.

**5. Develop a strong understanding of the Carers First database to provide evidence for reporting, ensuring that accurate database recording and effective quality monitoring.**

- Build capability around the functionality of the databases and reporting process to effectively monitor service performance.
- Regularly monitor the quality of the data being gathered by the team.
- Collaborate with Carers First Quality Leads, providing assurance that assessments and contact with Carers meet the agreed standards.
- Work alongside the Service Manager to provide evidence-based information and reports which demonstrate the impact of the service and measures the difference the service makes to Carers.
- Support the Service Manager with monthly and quarterly reporting and identify gaps in services.
- Monitor the quality of the data gathered by the team weekly and maintain a high standard of record-keeping and updated in a timely manner.

Work as part of the Carers First Organisation and from time to time undertake work as directed by line manager.

These are the normal duties that are required for this position. However, it is necessary for all employees to be flexible and they may be required, from time to time, to perform other duties as may be required for the efficient running of the charity. This Job Description is non-contractual, it will be subject to reviews and may change.

The postholder will take responsibility to integrate safeguarding into all aspects of their work, complying with organisational policies and frameworks.

The postholder will be expected to ensure that their work complies with contractual terms and conditions, the charity policies and procedures and key legislation, including the General Data Protection Regulations (GDPR) and charity law.

## **Person Specification**

### **Education**

- NVQ level 3 education or equivalent relevant experience.

### **Skills and Experience**

#### **Leadership and management:**

- Experience of managing multiple streams of work with the ability to inspire, motivate, support and lead staff to thrive and create high performing teams.
- Experience and working knowledge of social care and health, particularly as it relates to working with carers.
- Ability to actively promote equality, diversity, and inclusion in operational services.

#### **Service development, improvement, and innovation:**

- Experience of development and delivery of high-quality services, in co-production with service users.
- Ability to actively promote equality, diversity, and inclusion.

#### **Communication and stakeholder engagement:**

- Excellent interpersonal skills and proven ability to develop effective working relationships with a range of organisations, partners, funders, and service users.
- Excellent communication skills; listening, written and verbal.
- Good geographical and working knowledge of support services within Medway.

#### **IT and digital experience:**

- Highly competent in use of IT (Microsoft Applications Word, Excel, Outlook), mobile telephony and social media platforms.
- Experience of using a database to record interventions and manage workstreams, monitor performance and produce effective reporting.

#### **Personal Qualities:**

- Ability to demonstrate understanding of and commitment to the goals and values of the charity.
- Commitment to the principles of Equality and Diversity and inclusion.
- Self-motivated with the ability to work both independently and as part of a team.

- Excellent organisational and time management skills with a proven ability to prioritise work to meet deadlines and attention to detail.
- Demonstrate a high level of professional credibility, integrity and emotional resilience.
- Demonstrate ownership, responsibility and a positive optimistic “can do” approach in delivering excellence.