



**Carers**  
**First**

**Candidate Pack**  
**Quality & Insight Officer**  
**(Lincolnshire)**

## Welcome

**Thank you for your interest in working for Carers First as our next Quality & Insight Officer in Lincolnshire.**

This is an exciting time to be joining the charity as we begin delivering our new, ambitious three-year strategy and start to look at our goals for the future. Over the last three years we have considerably grown our reach and support for carers, evolved our operations, forged new partnerships and improved our ability to measure the impact of our support, with and for, carers.

If you have the passion and drive to make a difference and you have the experience and skills we are looking for, we are keen to meet you - and welcome you to our dedicated and talented team.

Warmest wishes

Alison Taylor  
Chief Executive



## About us

We understand that life as a carer can be challenging. Getting the support and help you need shouldn't be.

Any of our lives could be turned upside down due to the ill-health, frailty or disability of a family member or friend. In fact, two in three of us can expect to become a carer in our lifetime.

There are currently 5.7 million unpaid carers in the UK, however carer charities estimate that number could be as high as 10.6 million. Their huge contribution saves our economy £162 billion each year - the cost of a second NHS. Each carer's needs and situation are unique, but many face similar challenges. They can struggle to balance employment, finances, or their own wellbeing and time for themselves with their caring role. They may not be aware of the help and support available to them - and that is why we are here.

Carers First works directly with, and for carers, providing personalised information and tailored support in the way that suits them: online, on the phone, or face to face in their local community. With the help of our supporters and volunteers, we can continue to be there for carers, helping them find balance, and to live their lives to the fullest - today, and for years to come.



## Our values

We are:

### Positive

We are dedicated to working with carers to make a positive, material difference in their lives. We celebrate diversity and work in an inclusive, positive and supportive way, actively listening and valuing everyone's contribution.

### Collaborative

We recognise the importance and strength of working in collaboration with local and national organisations to deliver improved support to carers. We also know the importance of collaborating with our Carers First colleagues, sharing knowledge and learning, being curious, respecting differences and working with integrity and transparency.

### Ambitious

We are ambitious and tenacious in our determination to support more carers in better ways. We will innovate and develop our programmes of support so more carers are able to obtain the support they need, at the time they need it, to achieve a balance in their lives and enable them to live their lives to the fullest.

## Diversity and Inclusion

We are proud to be a diverse and inclusive workplace.

Carers First is committed to promoting equal opportunities in employment. Employees and any job applicants will receive equal treatment regardless of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation (Protected Characteristics).

Carers First has an absolute commitment to equality and diversity which is about:

- Recognising and valuing difference.
- Recognising and seeking to redress inequality and disadvantage.

Our commitment is firmly founded on our belief that:

- To offer services that are personal, committed and creative we need a diverse staff team who can respond to our carers as individuals.
- To attract, keep and motivate the most talented staff, we need to:
  - Reach out to all sections of the community.
  - Provide a working environment in which everyone feels valued, respected and able to contribute.

Both as a service provider and an employer, we aim to be empowering, supportive and to offer as much flexibility as possible in order to help everyone realise their full potential as carers or employees of Carers First.

The charity recognises that true diversity in service delivery provision and within the staff group also involves a willingness to act, where necessary, at combating the effects of existing barriers to fair and equal treatment.

## **Our strategy 2024-27**

Carers First has introduced our new three year strategy, to spell out exactly how we will help more carers access the vital support and services they need so we can make a real difference to their lives.

Our latest strategy was developed by a range of people from staff, trustees and funders but also colleagues in social care, health, schools and, most importantly, carers themselves.

With their collective views and opinions, we've formed a strategy that will enable us to reach and support even more carers and make a positive, material difference to their lives.

## **Strategic Objectives**

Our new three year strategy will enable us to grow our work to reach and support significantly more carers, deliver innovative programmes of support in coproduction with carers and forge new collaborations to scale our reach, support and impact.

Over the next three years Carers First will:

1. Reach and engage more carers early in their caring role
2. Achieve the highest quality of support possible, so we can maximise the difference made to carers lives
3. Develop new innovative models of collaboration, delivery and programmes with the potential to scale our reach and impact
4. Champion talent and diversity
5. Grow and diversify our income to enable us to achieve more for carers.

Our services will be designed with carers, ensuring the support we offer is inclusive and accessible to all carers in different communities.

By joining Carers First, you will play a vital part in helping us achieve this. You can help us achieve something amazing.

## Our impact and reach

Last year, we reached over **376,000 carers** through digital services and face to face activities. We have been able to make a material difference in carers' lives and we can evidence that carers feel more confident, informed and resilient in their caring role.

We are growing, and currently have over **50,000 carers registered** with us.

We are reaching more carers through our digital services, with over 230,000 users on our website last year, as well as a 10% increase in email subscribers and 18% increase in social media followers.



## Join our team

When you join Carers First, you join a vibrant, inclusive, and supportive team who all have a shared interest in supporting unpaid carers to continue living their lives to the fullest, across the country.

In a community dedicated to caring, we believe that our employees and volunteers really do make a difference, therefore, we emphasise the importance of learning and development, as well as actively encouraging them to develop their skills with our fantastic learning and development programme. This means that all of our team become the best that they can be, whilst helping others do the same.

## The role

<b>Job Title:</b>	<b>Quality &amp; Insight Officer (Lincs)</b>
<b>Salary range:</b>	<b>£14,138 to £16,259 per annum (£23,250 to £26,737 FTE)</b>
<b>Contract:</b>	<b>Permanent</b>
<b>Hours:</b>	<b>22.5 hours per week</b>
<b>Location:</b>	<b>Working flexibly in the community with some homeworking</b>

## Job Description

**Job title:** Quality & Insight Officer (Lincs)

**Reports to:** Head of Lincolnshire Services

**Purpose of the role:** To lead on the development of Quality Management and Insight across Lincolnshire. Developing and implementing a quality management framework Quality Standards which demonstrates compliance and the delivery of a high-quality service. To ensure that there is consistency across the localities.

## Job Overview

The Quality and Insight Lead will:

1. Develop and implement a Quality Management Framework, which aligns to Lincolnshire County Council Framework.
2. Onboard the staff team across Lincolnshire with the Quality Framework providing training and support to the teams.
3. Support the development and implementation of Carers First Impact and Evaluation Framework and ISO 9001 to evidence the positive impact the team has on lives of carers.
4. To take overall responsibility for monitoring, both strengths and learning across Lincolnshire

## Responsibilities and Duties

### **1. Develop and implement a Quality Management Framework, which aligns to Lincolnshire County Council Framework.**

- Lead on the development of and implementation of a Quality Management Framework across Lincolnshire.
- Design and embed Quality Standards, procedures and service specifications across Lincolnshire, ensuring legislation is met.
- Review existing procedures to ensure they meet the standards required, making change and improvements as required.
- Implementation of a quality log, ensuring that there are robust systems and processes in place to ensure compliance and follow up.
- Engaging with service managers in relation to quality and outcomes of audits
- Ensuring that common themes that occur are shared with the wider team and that improvements to practice and quality are discussed.
- Lead on the implementation of new processes ensuring they are consistently applied and ensuring resourcing implications are properly understood and team members are supported through change.
- Provide monthly and quarterly performance reports to the Operational Manager, Service Managers and LCC Quality Assurance Lead
- Work collaboratively with the Lincolnshire County Council Quality Assurance lead to ensure synergy across work streams.
- Participate in regular review meetings with LCC, identifying strengths and implementing recommendations.

### **2. Onboard the staff team across Lincolnshire with the Quality Framework providing training and support to the teams.**

- Provide Learning opportunities and training to all staff to improve performance against the standards.
- Work collaboratively with Service Managers and colleagues to identify areas of excellence and areas for improvement, developing action plans to improve compliance.
- Implementation of systems and processes to ensure that action plans and audit outcomes are followed up and monitored.
- Ensure the team are following the correct processes and procedures and are adhering to the standards set through regular monitoring.
- Provide effective support to the team to ensure that Statutory Carers
- Assessments are Care Act compliant.
- Attending locality meetings with teams across Lincolnshire to ensure that common themes are discussed and recommendations for improvements to practices are delivered consistently.

### **3. Support the development and implementation of Carers First Impact and Evaluation Framework and ISO 9001 to evidence the positive impact the team has on lives of carers.**

- Support the implementation of Carers First Impact and Evaluation framework.
- Support ISO 9001 compliance work streams in Lincolnshire.
- Work collaboratively with the Services Team to embed the impact and evaluation framework, onboarding the teams.
- Collate and analyse data, provide insightful reports and recommendations to the Lincolnshire Operations
- Work with the Lincolnshire Operations Team to inform service improvements and future service developments.



- Provide oversight of carer involvement in evaluation of services and how carers can feedback on the impact of services.
- Ensure that feedback received from the evaluations is shared amongst the team celebrating success and finding solutions for improvement.

#### **4. To take overall responsibility for monitoring, both strengths and learning across Lincolnshire**

- Ensuring that quality audits are completed in a timely manner and that these are to a high standard.
- Ensuring that there is effective communication with service manager. Team leads and CSA' in regard to actions and support.
- Highlighting areas of strength and using learning from these to improve practice.
- The planning and delivery of mandatory workshops across the county – each locality every 3 months to drive improvements and quality.

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's policies and procedures and key legislation, including the General Data Protection Regulation (GDPR) and charity law.

## Person Specification

### Skills and Experience

#### Education

- Minimum NVQ level 3 or equivalent relevant experience

#### Quality and Insight Experience

- Experience of working within the health and social care sector is desirable.
- Experience in collating, analysing and reporting data and making recommendations for performance improvement.
- Evidence of developing and implementing quality systems and measures across a comparable sized organisation.
- Evidence of planning and delivering workshops in a variety of settings, including Learning and Development opportunities.

#### Communication and stakeholder engagement

- Evidence of the ability to network, develop and sustain joint work between agencies, including establishing good working relationships.
- Ability to build positive and constructive working relationships with colleagues at all levels across the organisation.
- Excellent written analytical, listening and verbal communication skills.
- Good geographical and working knowledge of support services available in Lincolnshire.
- Experience of using CRM systems e.g. Mosaic, BlueBox and Power Bi to manage workflow and record essential data and contacts.

### Personal Qualities

- Ability to demonstrate understanding of and commitment to the goals and values of the charity.
- Demonstrate a level of professional credibility, integrity, and emotional resilience.
- Self-motivated, able to work flexibly, whilst maintaining good work/life balance.

## Rewarding our employees

We provide a reward package for our employees upon joining Carers First.

Our reward package includes:

- 26 days Annual Leave which increases with continuous service + Bank Holidays.
- 1 days Birthday Leave
- Benenden Private Healthcare Membership (following successful probationary period)
- Pension
- Death in Service Benefit
- Employee Assistance Programme
- Carer Passports
- High Street Discount Platform
- Flexible Working Options

## How to apply

To apply for a role with Carers First, please complete in full our online application form via our website: <https://www.carersfirst.org.uk/about-us/working-for-us/>

Appointments are subject to Carers First receiving an appropriate disclosure from the Disclosure and Barring Service that we consider acceptable.

We encourage and welcome applications regardless of gender, ethnicity, religion, disability, sexual orientation or age.

If you would like to discuss this role confidentially, please contact [recruitment@carersfirst.org.uk](mailto:recruitment@carersfirst.org.uk) and we will be happy to organise for one of the Team to contact you.

Please note that if you have not been contacted within one week of the closing date, your application has not been successful.

## Tips on completing your application

- Read the Job Description and Person Specification carefully.
- Be sure to include in your employment history, details of relevant duties to the role you are applying for and any transferable skills you may have.
- Include any other work or volunteering experience you have which you feel is relevant.
- Read the Skills and Experience required for the role in the Person Specification and demonstrate clearly in your application evidence of how you meet each of these.



## Office:

Michael Gill Building, Tolgate Lane, Strood, Kent ME2 4TG

**Carers**  

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**First**

**carersfirst.org.uk**

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