

A woman with blonde dreadlocks tied up, wearing a light grey sweater and a chunky chain necklace, is smiling and holding a white mug. She is sitting in front of a large window. To her right, the back of another person's head and shoulders are visible, also holding a white mug. The scene is brightly lit by natural light from the window.

Gweld Fi Programme Officer

Wales

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Contract: Fixed-term 3 year, part time contract.

Hours: 21 Hours per week, 3 days a week (0.6 FTE).

Salary: £20,000 - £21,500

Location: Hybrid, anchored to Cardiff Carers Trust office 1 day a week. Flexibility to work from other Carers Trust's offices around the UK when needed.

Why this role is pivotal to Carers Trust



Part funded by the National Lottery Community Fund, the Programme Officer will play a central role within Carers Trust Wales' programmes team, coordinating and delivering a national pilot programme focused on improving identification and support for carers of people affected by problematic substance use. Working collaboratively with Network Partners, expert organisations, and carers themselves, the role will drive partnership working, support the development of resources and interventions, and ensure learning is captured and shared across Wales. The Programme Officer will help facilitate training, co-production activity, and engagement with regional and national stakeholders to strengthen the support available to this often-hidden group of carers.

This role is pivotal to advancing Carers Trust's mission to create a fair world for carers – we won't stop until all carers have access to a fair deal, fair care and a fair future. Carers of people with substance use issues are significantly under-identified and face distinct challenges, including stigma, isolation, and barriers to accessing help.

By improving awareness, strengthening partnerships, and embedding evidence-informed approaches, this role will help more carers access the right support they need, improve their wellbeing by supporting them in the here and now, and ensure their voices shape future services and policy. Through robust learning and evaluation, the role will also contribute to building the evidence base for what works, supporting long-term systems change across Wales to ensure carers have the same opportunities as everyone else.

In this role you will



- Support the planning and delivery of training and mentoring sessions, enabling Network Partner staff to increase their knowledge and confidence in supporting the identified group of carers.
- Coordinate delivery of carer support sessions (targeting at least 30 sessions) using a co-production approach and adapting to local needs.
- Facilitate collaboration between participating Network Partners and specialist substance misuse organisations to co-design and deliver tailored support for carers.

Main responsibilities (*not an exhaustive list*)



- Coordinate delivery of a pilot programme (based in two identified areas of Wales) supporting carers of people affected by problematic substance use, ensuring activities align with agreed outcomes and timelines.
- Build and maintain partnerships with Network Partners, expert organisations (e.g. substance use services), and wider stakeholders to strengthen local and national support pathways.
- Facilitate collaboration between participating Network Partners and specialist substance misuse organisations to co-design and deliver tailored support for carers.
- Support the planning and delivery of training and mentoring sessions, enabling Network Partner staff to increase their knowledge and confidence in supporting the identified group of carers.
- Engage directly with carers to inform programme development, ensuring lived experience shapes resources, support offers, and learning outputs.
- Oversee the development and testing of support tools, resources, and interventions with participating Network Partners.
- Coordinate delivery of carer support sessions (targeting at least 30 sessions) using a co-production approach and adapting to local needs.
- Work with partners to improve identification of carers within substance use services and strengthen referral and signposting pathways.
- Lead on programme monitoring, evaluation, and learning activities, capturing insights on what works to improve identification and support.
- Produce clear reports, case studies, and learning materials to share findings across the Carers Trust network and with external stakeholders, informing future policy and practice.

Our ideal candidate



If you meet most (but not all) of the below criteria, we still encourage you to apply.

We welcome applicants from a wide range of backgrounds. Skills such as partnership coordination, community engagement, or project delivery may have been developed through professional roles, volunteering, or lived experience.

- Strong organisational skills with the ability to coordinate projects, manage competing priorities, and keep activities on track.
- Experience of working collaboratively with a range of partners, such as charities, public services, or community organisations.
- Confidence in building relationships and facilitating partnership working across different sectors.
- Ability to communicate clearly and effectively, including facilitating workshops, meetings, or training sessions.
- Experience of engaging people with lived experience to inform service design, research, or programme delivery.
- Understanding of the challenges faced by unpaid carers, or transferable experience working with marginalised or underrepresented groups.
- Ability to gather, analyse, and present information to support learning, evaluation, and decision-making.
- Experience of contributing to or delivering projects that involve co-production or service improvement.
- A proactive and adaptable approach, with the ability to respond to emerging learning and evolving programme needs.
- An interest in improving support for carers and a commitment to equity, inclusion, and amplifying underrepresented voices.
- Occasional travel across Wales will be required as part of this role – however this is expected to be infrequent and planned in advance where possible.

Desirable

- A full UK driving licence and access to a vehicle would be desirable but is not essential.

How to apply



Applications are to be submitted through the Carers Trust recruitment portal, please upload your CV and a supporting statement setting out how your skills and experience match the criteria for this role.

We are happy to accommodate any adjustments you may have and will share all interview questions in advance as part of our commitment to inclusive hiring.

For an informal conversation or any questions about the role please contact recruitment@carers.org

- **Application deadline:** Friday 31st July 2026
- **Expected interview date:** Tuesday 18th August/Wednesday 19th August 2026

