Wandsworth Carers' Centre

Job Description

Title	**Services Manager**
Hours of Work	21 hours per week. Some evening and weekend work will be required for which Time off in Lieu will be granted.
Responsible to	Chief Executive

Job Summary

You will be a member of the Senior Leadership Team (SLT) and share a collective responsibility for the management of Wandsworth Carers' Centre (WCC) services and help deliver our strategic ambitions.

You will be involved in representing the Charity to key stakeholders, helping raise our profile and achieving our vision and mission.

You will be directly responsible for the management of frontline support staff (currently 3 in number) and for the volunteers aligned to those staff members/services.

You will provide advocacy, referral and ongoing practical and emotional support to Carers through individual and group work, working collaboratively with other local agencies delivering training and undertaking outreach.

You will also have an outward focus, building referral pathways, informal/formal partnerships with agencies that contribute to the health and wellbeing of Carers.

You will share responsibility for improving, developing and growing the services to ensure that they continue to effectively meet changing needs. This will include generating new ideas for services and projects and lead and support writing fundraising applications.

1.0 Main Activities

1.1 The postholder will lead designated frontline staff to deliver high quality services that address the needs of Carers and achieve set targets. This will include providing regular supervision support and appraisals

1.2 To lead in the recruitment of staff that are line managed by the post holder, including reviewing job descriptions and person specifications, developing interview questions and completing DBS checks.

1.3 To support the HR functions of the organisation

1.4 Deliver frontline services as required providing information and advocacy to Carers through individual and group work.

1.5 Facilitate the monthly Male Carers peer support group and oversee the monthly volunteer led Male Carers Social.

16 Provide training, coaching and mentoring to staff and volunteers to enable them to deliver high quality services

1.7 Represent WCC at identified meetings to advocate for our agenda, share best practice and raise the profile of our services

1.8 Work in partnership with external agencies to achieve better outcomes for Carers

1.9 Oversee, develop and deliver Carer awareness training for external agencies/partners

1.10 Complete and support with funding applications as well as writing grant evaluations and monitoring reports

1.11 Work with the other members of the SLT to support and deliver our strategic ambitions

1.12 Maintain an understanding of current developments in health and social care as they relate to Carers and the people they care for

1.13 With other SLT members produce the bimonthly Carers Connect newsletter

1.14 To ensure the promotion of WCC services across the website and social media platforms

2.0 Monitoring, evaluation and Quality Assurance

2.1 As part of the SLT support with contract monitoring and reporting. This may include attending and representing the Charity at contract monitoring meetings, drafting monitoring reports, ensuring that the team's data entries are up to date, accurate and case studies are produced

2.2 Ensure all services in your areas are undertaken to best practice. Coordinate training/ clinical supervision to ensure best practice through the staff and volunteer teams

2.3 Take the lead for ensuring quality standard marks are up to date in your service areas e.g. Investing in Volunteers, AQS

2.4 Work with other SLT members to achieve relevant quality marks e.g. Excellence for Carers

3.0 Volunteer Management

3.1 Work with other SLT members to support the volunteer recruitment cycle (i.e. recruitment, training, induction, support and supervision) to ensure that WCC has enough volunteers to deliver services, and that volunteers are empowered, where appropriate, to lead services

3.2 Work with the frontline staff to develop new roles and training programmes to meet emerging need

Representation, Liaison and Partnership Working

4.1 Develop and maintain links with external service providers, including key partners (e.g. local NHS trusts, charities and other such organisations) that could be of benefit to Carers and the people they care for

4.2 Actively promote the Charity and its work with all key stakeholders (Carers, Health & Social Care professionals, policy makers, funders and people with influence) at conferences or other relevant meetings; e.g. promoting WCC in your everyday engagement with people, identifying matters that can be shared on social media, giving talks, and always being a good ambassador

4.3 Provide training and information to external agencies on issues related to Carer awareness, Health and Wellbeing Being and WCC and its services

4.4 To work in conjunction with statutory authorities on their participation opportunities for Carers

4.5 To recruit and support Carer representatives

4.6 To work with Carers where applicable to support the design and delivery of services

4.7 To develop plans to identify underserved Carers and raise the profile of the opportunities for Carer participation with these groups of Carers in Wandsworth

4.8 To establish appropriate feedback mechanisms for the Carers participation work

4.9 To develop and implement appropriate service plans for the organisation in light of the Wandsworth Carers Charter, assessed need, and services available from other voluntary and statutory service providers

5.0 General

5.1 Keep abreast of developments in the field of Carers, and changes in legislation and regulations relating to Carers and the people they care for

5.2 Undertake training and attend conferences as required for personal development and organisational learning

5.3 Support WCC's activities and encourage your team to do the same (including fundraising and stakeholder engagement activities) around events including Carers Week, Carers Rights Day, Young Carers Action Day, Volunteers Week, Black History Month and other relevant events

5.4 Play an active role, as a leader, in being part of the wider WCC team to ensure that we achieve both our day to day and strategic objectives. This may mean showing flexibility in your role to support colleagues as appropriate. It will also include taking a solution focused 'can do' attitude to problems or issues as they arise.

5.5 Ensure that the services contribute to tackling social & health inequalities, ensuring digital inclusion and the ambitions of improving the quality of life for Carers

5.6 To participate in the development and review of organisational policies and procedures

5.7 Carry out all duties with due regard to relevant legislation and guidance, and the organisations polices and procedures

5.8 Carry out any duties appropriate to the grade as required by your line manager

This job description will be reviewed with the post holder every year, in line with the demands of the service.

Eglionna Treanor
Chief Executive

Next review date: November 2025