

JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE: Project Manager- Unpaid Carers

Employed by: Imago

Responsible to: Head of Service

Working hours: Full time, Monday to Friday. Flexibility required as occasional evening or weekends needed

Background: Imago is a social action charity delivering an innovative range of services to individuals, voluntary and community organisations and private and public-sector agencies in Kent, East Sussex, Medway and London. Underpinning our work is a commitment to excellence, evidencing impact and safeguarding vulnerable people. We work with individuals, families, and communities to create change together.

Purpose of Role: To lead, support and develop the Maximising Wellbeing of Unpaid Carers service and team. To ensure services are efficient and high quality, and meet the aims of supporting Adult Carers, Young Adult and Young Carers to improve outcomes.

RESPONSIBILITIES AND DUTIES

- Manage and oversee the day-to-day operation, performance and efficient delivery of the service; ensure achievement of performance monitoring outcomes and KPIs
- Manage a small caseload, working directly with carers and support the delivery of the service's activity package as required, including respite activities, online groups, face-to-face sessions
- Work with partner agencies and local employers to identify and create 'carer Champion' opportunities within the workplace and ensure relationships are maintained
- Have overall responsibility for the Carer's Hub; respond to issues, focusing on improvements and maintaining a positive relationship with the centre manager
- Provide effective leadership, support and mentoring to team members; support development, empowering them to work independently and as part of a team
- Model behaviours regarding effective and supportive client engagement; share best practice
- Carry out regular line management tasks, including supervision, leave requests, risk assessment, team meetings; ensure adherence to Imago policies and procedures
- Ensure all safeguarding concerns are managed per Imago's Safeguarding Policy and procedures
- Work to reporting deadlines for monitoring processes and activities

- Work with the Head of Service and Director to identify gaps or areas for service improvement, implement operational change, and review processes and reporting systems
- Develop partnership working at a local level; maintain effective relationships and communication with a wide range of services and practitioners, including those within the local council
- Promote the service in the local area at community events and represent Imago and the service on relevant statutory and voluntary sector committees and steering groups. Collate a monthly newsletter to be distributed to all unpaid carers, considering their views and needs.
- Work with an understanding of cultural differences and how this may impact the support Unpaid Carers receive and access.
- Maintain excellent records; oversee the service database.
- Maintain professional knowledge by keeping up-to-date with current legislation and changes in policy and disseminate to the team
- Undertake relevant internal and external training.
- Commit to equal opportunities, ensuring services are accessible to all sections of the community.

ESSENTIAL SKILLS AND EXPERIENCE

- Relevant staff management or project management experience in social care, health, education or voluntary and community sector relating to working with vulnerable adults and/or children, and/or unpaid carers of all ages
- A practical understanding of physical, emotional and attitudinal barriers facing Unpaid Carers; and awareness of cultural differences and accessibility of support
- Able to motivate and empower others and develop a positive culture within the team; able to work independently and as part of a team; to meet objectives, achieve targets and work to tight deadlines
- Proven experience of report-writing, monitoring and evaluation; excellent communication skills; proficiency in using Word, excel, and websites and experience using a database
- Operational experience of multi-agency working; confident to forge effective relationships at all levels and across boundaries
- Ability to stay calm in challenging situations and have a measured response
- Good level of education, ideally degree level or equivalent
- Hold a full driving licence with business insurance, with access to own transport

Desirable Experience

- NVQ Level 3 in Health and Social Care and Information and Guidance
- Accredited Level 3 management qualification
- Knowledge of policy and legislation relating to unpaid carers

Post is subject to references and a satisfactory enhanced
Disclosure and Barring Service check