



## JOB DESCRIPTION AND PERSON SPECIFICATION

**JOB TITLE:** Wellbeing Coordinator (group work)- Unpaid Carers  
**Employed by:** Imago  
**Responsible to:** Service Manager  
**Working hours:** Full time or part 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 provide a service for all Unpaid Carers to improve their health and wellbeing outcomes. To plan, deliver, facilitate and promote a programme of educational, fun, leisure and residential groups or activities.

### RESPONSIBILITIES AND DUTIES

- Manage a caseload of individual Unpaid Carers; complete Carer assessments; co-produce person-centred support plans or goals-based action plans
- Support development of escalation plans so that Unpaid Carers are prepared for unforeseen circumstances that would impact negatively on ability to care
- Signpost and facilitate access for Unpaid Carers to support services including financial and benefit advice, housing, health and safety home systems, and leisure and social activities
- Plan a broad spectrum of regular and ad hoc groups or activities for Young Carers, Young Adult Carers and Adult Carers in line with budgetary requirements, offering opportunities to meet with peers, develop confidence, learn new skills, reduce social isolation, provide short-term respite, etc.
- Develop formats that meet Unpaid Carer needs, including in person, online, carer-led, facilitated, school-based, forums, activity days, residential; support the delivery of the service activity package
- Develop weekly and monthly calendars of upcoming activities and share with Unpaid Carers and partners via multiple channels; set up and oversee booking processes
- Build and maintain relationships, within the service and externally, to develop and maintain the activities programme

- Research and book trainers, venues, activities, resources, etc.; negotiate value for money; ensure access and health and safety requirements are met; complete risk assessments; follow internal finance procedures
- Undertake regular evaluation activities, ensuring Unpaid Carers are heard
- Work with an understanding of cultural differences and how this may impact the support Unpaid Carers receive and access
- Maintain excellent records using our bespoke database and other methods; provide monitoring information and reports
- Work with an understanding of issues relating to lone working and safeguarding; and adhere to Imago policies and procedures
- Have a commitment to equal opportunities, ensuring services are accessible to all sections of the community

## ESSENTIAL SKILLS AND EXPERIENCE

- Relevant personal or professional experience of working with Unpaid Carers and/or vulnerable adults or children in a social care, health, education or voluntary and community sector
- Relevant personal or professional experience of planning and delivering a programme of events, activities and workshops; experience of costing and delivering activities within budget
- Ability to work independently and as part of a team; to meet objectives, achieve targets and work to tight deadlines
- Excellent communication, organisational and written skills; good creativity
- A practical understanding of physical, emotional and attitudinal barriers facing Unpaid Carers; and awareness of cultural differences and accessibility of support
- Confident working within professional boundaries
- Ability to stay calm in challenging and emotional situations and have a measured response
- Able to motivate and empower others
- Proficient in using word, excel, websites and experience of using a database; use of social media
- Ability to forge effective relationships at all levels and across boundaries
- Good level of education, ideally degree level or equivalent
- Hold a full driving licence with business insurance and have access to own transport

### Desirable Experience

- Experience in marketing, communications or facilitation

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