

JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE: Wellbeing Service 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. We work in Kent, East Sussex, Medway and London. Underpinning our work is a commitment to excellence, evidencing impact and safeguarding vulnerable people

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 UC Wellbeing services; ensure achievement of performance monitoring outcomes and KPI's
- Manage a caseload and support the delivery of the service's activity package as required, including respite activities, online groups, face-to-face sessions
- Demonstrate role model behaviour regarding client engagement; share effective and best practice
- Ensure team members receive comprehensive induction, supervision and appraisal, training and development, adhere to Imago policies, and work with an understanding of lone working, data protection, and health and safety principles; monitor and sign off risk assessments; facilitate team meetings
- Provide effective leadership, management, support and ongoing mentoring to team members; support their development, empowering them to work independently and as part of a team
- Manage staff enquiries, leave requests and sickness absence; process expense claims; ensure service provision is maintained during staff annual leave and sickness, and during periods of vacancy
- Ensure all safeguarding concerns are managed in line with Imago's Safeguarding Policy
- Support monitoring processes and activities in line with compliance deadlines
- Work with the Head of Service and Director to implement operational change, review processes and reporting systems to facilitate continued improvement

- Develop partnership working at a local level; maintain effective relationships and communication with a wide range of services and practitioners
- Promote the service through local media, participation in public events, organising promotional events, production of publicity material, and through representation on relevant statutory and voluntary sector committees, working parties, steering groups
- 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
- Have a commitment 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
- Knowledge of policy and legislation relating to vulnerable adults and/ or children
- Able to motivate and empower others; and develop a positive culture within the team
- Proven experience of report-writing, monitoring and evaluation; excellent communication skills; proficient in using word, excel, websites and experience of using a database; use of social media
- Operational experience of multi-agency working
- Ability to work independently and as part of a team; to meet objectives, achieve targets and work to tight deadlines
- A practical understanding of physical, emotional and attitudinal barriers facing Unpaid Carers; and awareness of cultural differences and accessibility of support
- Ability to stay calm in challenging situations and have a measured response
- Ability to forge effective relationships at all levels and across boundaries
- Good level of education, ideally degree level or equivalent

Desirable Experience

- NVQ Level 3 in Health and Social Care and Information and Guidance
- Accredited Level 3 management qualification
- Hold a full driving licence with business insurance and have access to own transport

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