

## 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; develop and implement service strategies to meet client needs and improve service quality.

### 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
- Responsibility for the 'carer Champion' role; ensure relationships with carer Champions are maintained; have overall responsibility for the carers hub; respond to issues, focusing on improvements and maintaining a positive relationship with the centre manager to ensure success
- Demonstrate role model behaviour regarding client engagement; share effective and best practices
- 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 to own this service.
- Manage staff expectations, enquiries, leave requests, and sickness absences; process expense claims; ensure service provision is maintained during staff annual leave and sickness and periods of vacancy
- Ensure all safeguarding concerns are managed per Imago's Safeguarding Policy and procedures
- Support monitoring processes and activities in line with compliance deadlines.

- Monitor service metrics, analyse feedback and address any gaps or areas for improvement; work with the Head of Service and Director to implement operational change, and review processes and reporting systems
- Develop partnerships working at a local level; maintain effective relationships and communication with a wide range of services and practitioners, including those within Lewisham Council.
- 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, and steering groups; produce 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
- Knowledge of policy and legislation relating to unpaid carers
- 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; use of social media
- Operational experience of multi-agency working; confident to forge effective relationships at all levels and across boundaries
- 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
- 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 ( Project Management qualification or experience)

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