

Policy and Practice Officer

Wales

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Contract: Fixed-term, 2.5 years.

Hours: 28 Hours per week (0.8 FTE).

Salary: £25,000 - £28,000 (pro rata from £31,250 - £35,000)

Location: Hybrid, anchored to Cardiff Carers Trust office 1 day a week. Flexibility to work from other Carers Trust's offices around the UK when needed.

Other: The postholder will need to be able to travel in a time and cost-effective manner to meetings across Wales and occasionally across the UK for relevant Carers Trust meetings. Occasional evening or weekend work may be required to attend events or consultations.

Why this role is pivotal to Carers Trust



The Policy and Practice Officer will work collaboratively with public and third sector stakeholders and the Carers Trust team to lead the delivery of a three-year programme focused on improving support for older carers of people living with dementia. This includes engaging with regional Dementia Strategy Groups, influencing national policy, and facilitating knowledge exchange across health, social care, and third sector organisations.

This role is central to advancing our mission by amplifying the voices of unpaid carers, ensuring their experiences shape policy and practice, and strengthening the visibility and accessibility of carer support services across Wales. By embedding Carers Trust Wales in strategic conversations and promoting good practice, the postholder will help drive meaningful change for carers of people with dementia—many of whom are older, isolated, and under-recognised. The work will contribute directly to the development of the Welsh Government's Dementia Strategy and ensure that carers' needs are reflected in service design and delivery.

In this role you will



- Build relationships with the seven regional Dementia Strategy Groups and actively participate in their meetings and initiatives.
- Contribute to the development and review of the Welsh Government's Dementia Action Plan, ensuring carers' perspectives are included.
- Organise and host annual online practice-sharing events, bringing together stakeholders from across Wales.
- Plan and deliver two in-person events in year three to showcase good practice and elevate carers' voices.

Main responsibilities (*not an exhaustive list*)



- Coordinate the dissemination of dementia carers booklets to memory clinics and hubs across all Welsh local authorities.
- Build relationships with the seven regional Dementia Strategy Groups and actively participate in their meetings and initiatives.
- Represent Carers Trust Wales and its Network on the successor to the national Dementia Oversight and Implementation Group.
- Contribute to the development and review of the Welsh Government's Dementia Action Plan, ensuring carers' perspectives are included.
- Facilitate awareness-raising activities to highlight the needs and experiences of older carers.
- Organise and host annual online practice-sharing events, bringing together stakeholders from across Wales.
- Strengthen engagement with memory clinics and hubs to improve signposting and referral pathways to carer support services.
- Plan and deliver two in-person events in year three to showcase good practice and elevate carers' voices.
- Produce a final written report capturing programme outcomes, learning, and recommendations.
- Launch the report via an online webinar and share findings with national and regional dementia groups.

Our ideal candidate



If you meet most (but not all) of the below criteria, we still encourage you to apply.

- Demonstrated experience in managing projects or programmes in a team-oriented setting.
- Strong organisational skills and the ability to manage competing priorities, regardless of the industry you've worked in.
- Excellent communication skills, with the ability to build relationships and engage stakeholders across sectors.
- Experience facilitating events, workshops, or knowledge-sharing activities.
- Experience of policy development or influencing work, particularly in health, social care, or the third sector.
- Knowledge of Welsh health and social care policy landscape.
- Understanding of the challenges faced by unpaid carers, especially those supporting people with dementia.
- Ability to work independently and take initiative within a remote-working environment.
- Comfortable using digital tools to organise meetings, share resources, and host online events.
- Skills such as project coordination, gained through professional roles, volunteering, or other responsibilities, will be highly valued.
- Welsh language skills (spoken and/or written) are desirable but not essential.

General

- To be committed to safeguarding and promoting the welfare of vulnerable adults and children.
- To work at all times within the philosophy and policies of Carers Trust.
- To comply with the Health & Safety at Work Act 1974 and with Carers Trust policy, paying particular attention to the reporting of dangerous situations.
- To have a commitment to developing quality by the implementation of Carers Trust quality evaluation tools along with any other standards set by Carers Trust.
- To respect the personal choice and lifestyles of colleagues, carers, and people with care needs, ensuring that equality and diversity principles are applied at all times.
- To undertake any other duties that may be considered commensurate with the level of the post.

How to apply



Applications are to be submitted through the Carers Trust recruitment portal, please upload your CV and a supporting statement setting out how your skills and experience match the criteria for this role.

We are happy to accommodate any adjustments you may have and will share all interview questions in advance as part of our commitment to inclusive hiring.

For an informal conversation or any questions about the role please contact recruitment@carers.org

- **Application deadline:** Monday 24th August 2026
- **Expected interview date:** Thursday 3rd September

