



Benhill House, 1st Floor

12-14 Benhill Avenue

Sutton, Surrey, SM1 4DA

Tel: 020 8296 5611 | Fax: 020 8296 5616

Email: [recruitment@suttoncarerscentre.org](mailto:recruitment@suttoncarerscentre.org) | Twitter: [@SuttonCarers](https://twitter.com/SuttonCarers)

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## JOB DESCRIPTION

<b>Post:</b>	Adult Carers Support Services Manager
<b>Salary:</b>	£38,887 per annum (pay award pending)
<b>Reporting to:</b>	Chief Executive
<b>Hours:</b>	35 hours per week
<b>Annual Leave:</b>	29 days per annum pro rata plus statutory holidays + excellent benefits
<b>Location:</b>	Sutton Carers Centre, Benhill House 1 <sup>st</sup> Floor, 12-14 Benhill Avenue, Sutton, Surrey, SM1 4DA, but the post holder may be required to work in other locations across the London Borough of Sutton or surrounding areas to fulfil the remit of the post or be asked to undertake some home working

Sutton Carers Centre is an independent Charitable Company as well as a Network Partner with *Carers Trust*. Sutton Carers Centre Board of Trustees and Directors will employ the post-holder.

### Main Purpose of Post:

The Adult Carers Support Services Manager will have operational responsibility for coordinating, developing, monitoring and reporting on the delivery of the Adult Carers Preventative Support Service, working to promote the social, physical and mental wellbeing of Adult Carers.

### Key aims are to:

- Manage and co-ordinate the delivery of services to Adult Carers as part of the Carers Preventative Support Service in the London Borough of Sutton.
- Assist in the strategic development as well as the direct provision of information, advice and practical and emotional support to Carers in the London Borough of Sutton, with particular responsibility for Carers of people with mental health issues and/or dementia.
- Contribute to the wider organisation and overall quality of charitable operations.





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## Principal Tasks:

### Managerial and Leadership Responsibilities

- To work as part of the Senior Leadership Team at Sutton Carers Centre and ensure a quality service provision to all Carers, taking a lead role in developmental activities such as implementing effective outcome measures.
- To have operational responsibility for co-ordinating, developing, monitoring and reporting delivery of the Preventative Support Services to Adult Carers, including co-ordination of the Wellbeing Service at SCC, with specialist support to Mental Health Carers and people caring for someone with Dementia.
- To maintain and develop appropriate databases, record-keeping systems and monitoring and reporting procedures to meet all professional and contractual requirements.
- To keep up-to-date with developments in the field of Mental Health and Dementia, particularly as they relate to Carers, and actively instigate and apply those developments to the project, where relevant and beneficial.
- In conjunction with the Chief Executive and other Service Managers, and drawing upon the evidence-base, needs assessments, and funding opportunities - to assess new opportunities and develop new projects/ initiatives (which may change from time to time); current areas of development include work with Young Adult Carers, Carer engagement and involvement, hospital discharge pathways and identifying & supporting Carers in Primary Care.
- To maintain and develop relationships and partnerships with relevant staff in a range of organisations to ensure a holistic approach to meeting the needs of Carers and their families.
- To keep up-to-date with national and local policy developments that might affect Carers and ensure the service follows recommended good practice.
- To produce reports on the development of the service for a variety of stakeholders and to keep the Chief Executive and Trustees informed of changes and developments, identifying key risk issues, as well as ensuring reports are submitted to funders and stakeholders in a timely fashion.
- To study, conduct, or participate in research regarding Carer needs and the impact of individual and group interventions, and to contribute the local and national evidence-base of best practice.
- In conjunction with the Chief Executive, work to identify, source and apply for funding to sustain existing work or where there is unmet need for Carers.





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- To ensure the service works within budget, and pro-actively report any risks and opportunities to the Chief Executive.
- To work as part of the Senior Leadership Team to ensure quality service provision to all Carers and their families; to contribute to Sutton Carers Centre being an inclusive, diverse, effective and efficient organisation; to support SCC being an employer/charity of choice for staff, volunteers and partners.

### Outreach & Communications

- To develop partnerships with organisations with mutual aims, building capacity within external organisations in particular: South West London and St George's Mental Health NHS Trust; the London Borough of Sutton; Primary Care Networks/GP surgeries, Kingston University and other public and voluntary sector organisations, to develop robust policies and provide services that promote and protect the emotional and physical wellbeing of Carers.
- To help monitor the effectiveness of the *Triangle of Care* framework within the Mental Health Trust and other partner organisations
- To be able to effectively measure, record and report outputs and outcomes, communicating these to both professional and community partners as appropriate and required for quality measures.
- In conjunction with the Chief Executive, ensure regular attendance at key strategic and operational meetings to represent the interests of Carers and the involvement of the Centre and voluntary sector in developing appropriate services across the London Borough of Sutton, with particular focus on Mental Health Carers and people caring for someone with Dementia.
- To develop opportunities to increase identification and recognition of Carers and promote the services of the Centre through delivery of informal and formal presentations in and around the Borough





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## Clinical/Case Responsibilities - Information, Advice, Support and advocacy

To carry a small caseload and supervise the work of the team in the following areas:

- In conjunction with Carers themselves, assess, develop and deliver plans of support to Carers that will optimise their ability to continue caring whilst maintaining their own health and wellbeing.
- To encourage and assist in the uptake of Carers Assessments where indicated and the ability of Carers and their families to assess their own needs to develop solutions and manage resources.
- To provide information, advice, support and advocacy using group support, training and individual work, both on the phone and face-to-face, through Centre, home and other off-site visits.
- To assist Carers in accessing opportunities for breaks from caring both through Centre-based activities and external agencies.
- To lead on the application of Safeguarding policies and procedures in relation to Carers and their families. This includes overseeing the risk assessments for Carers accessing the activities programme.
- To oversee and facilitate, recreational, psycho-educational or therapeutic sessions for Carers and oversee the coordination of a programme of activities that deliver positive outcomes for Carers and their families.

## Staff and Volunteer Responsibilities

- To provide regular, reflective individual and group supervision to the staff team (and where indicated, the wider SCC Team) in relation to Adult Carer and whole-family, strengths-based case work. This currently includes overseeing the work of the Mental Health Peer Support Workers, Specialist Carers Support Worker in Palliative Care, Senior Support & Development Worker, the Carers Wellbeing Navigators, and any seconded IAPT workers or volunteer Counsellors, ensuring they get the appropriate training and support.
- In conjunction with the Support Service Team, recruit, train, supervise and support volunteers working within the service.
- To supervise and manage other staff from time-to-time in new project areas.







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- To maintain relationships with universities and colleges to sustain Health and Social Care student placements or opportunities to deliver training.

### Other Duties

- To be flexible with your availability for working hours, as the role will include very occasional, planned and unplanned weekend and evening work, for which you will receive TOIL.
- To attend and use managerial and/or peer supervision, mentoring, team/staff meetings and undertake appropriate training and any other professional or personal development to meet the changing demands of the role.
- To work as part of an overall team, contributing to the development of the Centre and participating in activities, fundraising and promotional events.
- To undertake other duties as appropriate to the post, as agreed with your Line Manager (Chief Executive).

### Policies & Procedures

To carry out the above duties with due regard at all times to the Equal Opportunities, Diversity, Confidentiality, Data Protection, Safeguarding, Environmental, Health and Safety and all other policies and procedures of Sutton Carers Centre.

**This Job Description is not prescriptive; it outlines the key tasks of the post-holder and is subject to change in consultation with the post-holder.**

V08.08.2024

