

Service Lead – Carers in Mind

Richmond Borough Mind

Job Description

Job Title:	Service Lead – Carers in Mind
Salary:	£24,800 per annum Pro Rata (£31,000 Full Time Equivalent)
Hours of work:	Part-time: 4 days / 30 hours per week Exact shift pattern to be agreed at interview.
Location:	This role covers 2 locations, with a rotating shift pattern that includes: UK House, 82 Heath Road, Twickenham TW1 4BW and 32 Hampton Road, Twickenham, TW2 5QB
Responsible to:	Services Manager
Responsible for:	Support workers, volunteers and temporary staff
Length of Contract:	Permanent, subject to funding

1. Job Purpose

Carers in Mind provides emotional support, information, and peer connections for unpaid carers supporting loved ones experiencing mental health challenges. The Service Lead will manage and develop the *Carers in Mind* service, ensuring high-quality support for unpaid carers, empowering them by offering one-to-one support, group activities, and community workshops while collaborating with health and social care partners to promote the rights and wellbeing of carers. They will:

- Oversee service delivery, ensuring carers receive emotional and practical support through individual and group interventions.
- Manage and supervise a small team of staff and volunteers.
- Develop partnerships with local health and social care organisations.
- Represent the voice of carers in strategic forums and support service improvements across the borough.

2. Key Responsibilities:

Service Leadership & Project Management:

- Lead the day-to-day running of *Carers in Mind*, ensuring the service meets the needs of unpaid carers.
- Develop peer support initiatives and expand opportunities for carer involvement in service design.
- Build and maintain partnerships with statutory and voluntary organisations to improve access and engagement.
- Ensure the service meets contractual targets and report outcomes effectively.
- Contribute to the sustainability of the service by supporting funding proposals and evaluations.

Team Leadership:

- Line manage and support staff and volunteers, providing supervision and development opportunities.
- Foster effective communication within the team and across the wider RB Mind network.
- Promote a culture of continuous improvement in collaboration with other service leads.

Carer Support & Engagement:

- Provide guidance to staff on managing their caseload, leading on complex cases where required.
- Oversee referral processes, ensuring timely and effective support for carers.
- Develop and facilitate group activities, workshops, and wellbeing initiatives tailored to carers' needs.
- Ensure carers are treated as expert partners in care, promoting empowerment and inclusion.

3. General Duties:

- Uphold RB Mind's policies, including safeguarding, equality, and confidentiality standards.
- Ensure accurate record-keeping and data management for monitoring and reporting purposes.
- Participate in regular supervision, training, and professional development.
- Support the long-term sustainability of the service by contributing to funding efforts and evaluations.
- Promote a positive and inclusive work culture aligned with RB Mind's values.
- To undertake any other reasonable tasks consistent with the grade and purpose of the post.

Person Specification

Dimension	Scope	Essential	Desirable	Assessed by Application / Interview
Experience & Qualifications	Experience of overseeing and/or providing support (including soft advocacy) and/or facilitating groups for vulnerable adults within the field of mental health, therapeutic or educational setting or the voluntary sector	√		A/I
	Experience of supporting a team of staff and/or volunteers	√		A/I
	Experience and/or knowledge of successful project management approaches		√	A/I
	Direct or indirect experience of caring or working with carers		√	A/I
Knowledge	A good understanding of issues faced by mental health carers, as well as carers' rights	√		A/I
	A good understanding of boundaries when working with vulnerable adults	√		A/I
	Strong grasp of managing equal opportunities, confidentiality, data-protection, and risk management	√		A/I
	Good knowledge of the types of statutory and voluntary mental health services, nationally and within LBRuT for carers and parents		√	A/I
Skills & Abilities	Ability to motivate and coach individuals in an empowering manner	√		A/I
	Capable of working under own initiative, planning and prioritising own workloads	√		A/I
	Strong team working skills	√		A/I
	Ability to communicate effectively both orally and in writing	√		A/I
	Excellent listening skills with the ability to offer empathy and guided support	√		A/I
	Strong, demonstrable ability to deliver and meet deadlines	√		I
Other	<ul style="list-style-type: none"> To work within RBMind's mission & values 	√		A/I
	<ul style="list-style-type: none"> Proficiency in Microsoft Office packages. 	√		A
	<ul style="list-style-type: none"> Strong administrative skills, including use of databases 	√		A

	<ul style="list-style-type: none"> • Willingness to travel throughout LBRuT and neighbouring Boroughs 	√		A
	<ul style="list-style-type: none"> • Willingness to work evenings and occasional weekend hours 	√		A
	<ul style="list-style-type: none"> • Positive and flexible attitude to work 	√		A/I