

## **Service Lead – Carers in Mind**

### **Richmond Borough Mind**

#### **Job Description**

<b>Job Title:</b>	Service Lead – Carers in Mind
<b>Salary:</b>	£28,000 per annum Pro Rata (£35,000 Full Time Equivalent)
<b>Hours of work:</b>	Part-time: 4 days / 30 hours per week Exact shift pattern to be agreed at interview.
<b>Location:</b>	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
<b>Responsible to:</b>	Head of Services
<b>Responsible for:</b>	Support workers, volunteers and temporary staff
<b>Length of Contract:</b>	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
<b>Experience &amp; Qualifications</b>	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
<b>Knowledge</b>	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
<b>Skills &amp; Abilities</b>	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
<b>Other</b>	<ul style="list-style-type: none"> <li>To work within RBMind's mission &amp; values</li> </ul>	√		A/I
	<ul style="list-style-type: none"> <li>Proficiency in Microsoft Office packages.</li> </ul>	√		A
	<ul style="list-style-type: none"> <li>Strong administrative skills, including use of databases</li> </ul>	√		A

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