



# Job Description

## KEY INFORMATION

<b>Post:</b>	Team Manager
<b>Salary/pay:</b>	£36,194-£37,218 per annum
<b>Hours and Location:</b>	36 per week. Hybrid working, between home and our offices in Burpham, Guildford.  Your work will also include visiting schools, youth centres, activity centres and other locations throughout Surrey.
<b>Responsible to:</b>	Young Carers Service Manager

## JOB PURPOSE

1. To lead and provide day to day support for a remote young carer staff team covering the county.
2. To support staff in their safeguarding responsibilities towards children.
3. Ensure quality management of staff workplans and KPI's in relation to practical and written work with young carers.
4. Promote young carer/parent carer awareness through partnership working and sharing of best practice with other professionals.
5. To be a lead contact in coordinating identification and support for young carers in education establishments.

To deliver all the above by both meeting staff face-to-face and using technologies such as zoom.

## MAIN DUTIES AND RESPONSIBILITIES

### Line Management responsibilities:

- To ensure support session outcomes are achieved through planning of the offer to meet all Surrey's young carers needs.
- To distribute new referrals and support the team to manage an offer of fun and time out opportunities for 5-17 year olds.
- Monitor KPI's, client records and database requirements in relation to the safeguarding, support and signposting that is offered to young carers.

- To plan, chair and keep brief notes of communication meetings with the staff team.
- In liaison with Finance Manager, oversee the allocated budget for activities with young carers.
- To provide quantitative and qualitative data, including case studies to evidence the support and involvement of SYC.
- Coordinate cover for the day-to-day operations when required e.g. during periods of annual leave, staff sickness and vacancies.
- To ensure that all activities meet current legislative requirements, good practice and are in line with policies and procedures. To understand your responsibilities in relation to safeguarding and health and safety.
- To provide confidential and recorded supervision and appraisal for dedicated team, following the ACS policy and procedure.
- To work proactively and positively in partnership with other teams within ACS and externally with partner organisations and to encourage your team to adopt the same positive and open mindset with regards to joint working.

#### **Recruitment:**

- To liaise with Manager on SYC vacancies and complete the induction and probation process for new employees as well as sessional workers and volunteers if needed.
- To form part of the panel for interviews and arrange young carers participation in the SYC interview process.
- To support the ACS Volunteer and Sessional Coordinator with interviewing and assessing volunteer and sessional candidates.
- To work in collaboration with the ACS Volunteer and Sessional Coordinator to identify new opportunities for volunteers.

#### **Education Lead:**

- To be a lead contact for education staff around the Angel Award and education materials that support teaching staff.
- Deliver young carer awareness training and teacher briefings to primary and secondary schools across the county.
- Review and update education records, webpages and resources.
- To produce articles for SCC School's bulletin
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#### **Wider Management responsibilities, meetings and training:**

- To actively participate and contribute towards projects, working groups and strategic goals that support the work of the whole organisation.
- Support and cascade Action for Carers and SYC management decisions and outcomes to wider teams.
- Develop, maintain, and promote collaborative working with internal and external stakeholders to improve outcomes for young carers and parent carers.
- To lead on quarterly workplan meetings for the Team to plan and organise events.

#### **Other Duties**

- To follow the targeted workplan as set by the SYC manager.
- As part of the DSL team, advise and support all staff to meet their duty of care and follow ACS safeguarding procedures.
- To form part of Duty On-Call rota

- To work in partnership with Adult Carers Support to identify needs of the whole family.
- In partnership with SYC Manager, update SYC policies and procedures to meet current legislative standards and practice.
- Promote and support Giving Young Carers a Voice opportunities.
- To undertake any other duties as may reasonably be agreed with the Manager of Surrey Young Carers.

#### **General**

- To promote and adhere to Action for Carers values: Focus; Inclusion; Respect; Excellence.
- Attend mandatory training and meetings identified by ACS.
- Ensure all work with young carers meets current legislative requirements, good practice and is in line with ACS policies and procedures, in particular to understand the responsibilities in the role in relation to safeguarding, confidentiality and data protection.
- Work in accordance with the ACS Code of Conduct and to understand and implement policies, standards and procedures of ACS.
- To attend and contribute at team meetings, supervision, area meetings and core ACS/SYC training.

<b>Experience</b>	<b>Essential or Desirable</b>
Experience of working with children, young people and families. e.g. in social work /health /education /youth service /voluntary sector settings	Essential
Experience of Line Managing a team of frontline staff to achieve desired outcomes of the service	Desirable
Experience of working with education partners, for example school nurses, teachers, DSL or Healthy Schools.	Essential
Experience of delivering presentations to staff and professionals	Essential
<b>Education &amp; knowledge</b>	<b>Essential or Desirable</b>
Qualification in Social Work, youth and community work, teaching or counselling	Desirable
A professional understanding of safeguarding, confidentiality, disability and carers rights	Essential
Knowledge of education systems and pathways, including primary, secondary, HE & FE.	Essential
<b>Abilities</b>	<b>Essential or Desirable</b>
Ability to positively and appropriately represent the organisation by forming good working relationships and communicate effectively with staff in education, statutory and VCFS	Essential
Able to use standard Microsoft computer packages independently and effectively and able to record information on a database.	Essential
Ability to multi-task, plan workload, set priorities and manage time effectively	Essential

Able to demonstrate strong interpersonal skills and the ability to deal with a diverse range of people;	Essential
A self-starter with the ability to use own initiative, be resilient and work without direct supervision	Essential
<b>Personal qualities</b>	<b>Essential or Desirable</b>
Commitment to work with children and young people	Essential
Demonstrate professionalism and strong work ethic	Essential
Ability to enthuse and engage others in young carers issues and the work of Action for Carers, including promoting other services within the organisation	Essential
A flexible approach to working hours	Essential
<b>Other</b>	<b>Essential or Desirable</b>
Current driving license and use of a road worthy vehicle*	Essential
Able partake in training sessions relevant to the role	Essential

\*NB If appointed to the role, you must also have/purchase 'business cover insurance' for your car.