

## JOB DESCRIPTION

<b>Job title</b>	<b>Carers &amp; Advice Services Manager</b>
<b>Report to</b>	<b>Operations Manager</b>
<b>Hours of work</b>	<b>30 hours per week</b> Occasional evenings and weekend working outside of the above hours in response to the requirements of the service
<b>Salary</b>	<b>29,172 pro rata from 1st April</b>
<b>Location</b>	<b>76-78 Boldmere Road, Sutton Coldfield</b>
<b>Contract type</b>	<b>5 year contract</b>

### Job Purpose

The Carers & Advice Services Manager will have the responsibilities for the overall management and day to day running of The Carers Hub, inclusive of Age Concern Birmingham's Advice, Information, Fuel Poverty and Dementia offer.

To ensure a flexible high quality offer of services at all times, with a focus on customer care.

To lead on developing, maintaining, managing and promoting services across Age Concern Birmingham, including Birmingham Carers Hub.

### Essential Duties/Responsibilities:

- To provide effective management of services that fall under the remit of the role.
- To provide leadership and effective line management to staff and volunteers ensuring they follow the policies, procedures and systems of the organisations both internal and external (where appropriate).
- Managing and Encouraging personal development through 4 weekly 1-1 meetings and through the appraisal system. Ensuring a positive and fully professional team working environment at all times.
- Compile staff Rota's and work allocation for the team, including effective management and monitoring of all current working systems and communicating this and other information to staff through regular team meetings and updates, in order to ensure the smooth running of the service.
- Recruitment, induction and ongoing training across the services.
- To develop and maintain relations with other carers' groups and partner organisations and statutory bodies to co-ordinate services, signposting, joint projects, training and information sharing and to develop joint work with the other services provided across Age Concern Birmingham.
- To keep yourself and your team up to date with the current legislation/regulation regarding welfare entitlements and carers' entitlements to ensure accurate and appropriate information is passed to both staff and those accessing the services.

- To deliver relevant training, including welfare entitlement training and fuel poverty both internally and externally where identified and requested.
- Lead and organize focus and research groups across the origination where required.
- To manage, monitor and maintain all appropriate records, including confidential client and carer records, supporting in the development and maintenance of CRM and filing systems in line with policy and procedures.
- Manage the gathering of data and statistics relating to the service, ensuring that the database is kept up to date and to produce regular figures and reports in response to requests both internally and externally.
- Undertake any necessary tasks, including administrative tasks conducive to the day to day running of the services.
- Maintain and monitor within the team's strict confidentiality at all times relating to the affairs of clients.
- Attend and undertake ongoing training, including self-managed learning through research, distance learning in order to keep up with current legislation, best practice and guidelines.
- Comply with Health and Safety within all places of work and to act in accordance with the Age Concern Birmingham Health and Safety Policy and Procedures.
- Work at all times within the Values and Mission Statement of Age Concern Birmingham, together with all other agreed policies and procedures of the organisation, and to ensure that this applies to all other staff.
- Undertake additional duties across Age Concern Birmingham where requested.

**Skills & Qualifications:**

- Detailed knowledge of welfare benefits and the issues affecting those in need.
- Effective leadership and management of a team promoting excellent customer service
- Able to deal with challenging groups or individuals
- Excellent IT skills, including, databases and internet
- An organised, methodical and approach to workload
- Sound knowledge of safeguarding

**Special Conditions:**

- An enhanced DBS check will be undertaken for this role
- This is a description of the job as it is at present
- It does not form part of the contract of employment
- Job Descriptions are regularly reviewed and altered when necessary in conjunction with the post holder

Age Concern Birmingham / Jubilee Citizens UK are committed to Safeguarding:  
 Promoting good practice and prevention of harm and abuse  
 To ensure allegations of abuse or suspicions are dealt with and the person experiencing abuse is supported

## PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
<p><b>Knowledge, Skills and Abilities:</b></p> <ol style="list-style-type: none"> <li>1. Detailed knowledge of the issues affecting carers and others in need.</li> <li>2. Knowledge of welfare benefits and entitlements</li> <li>3. Knowledge of other organisations who can provide additional information and advice on diverse topics across Birmingham and beyond</li> <li>4. Excellent listening and communication skills</li> <li>5. Able to deal with people in distress or showing signs of anger</li> <li>6. Able to deal with challenging groups or individuals</li> <li>7. Excellent IT skills, including word processing, databases and internet</li> <li>8. An organised, methodical and analytic approach to workload</li> <li>9. A good understanding and knowledge of diversity &amp; equality issues</li> <li>10. Experience of delivering training</li> <li>11. Experience of delivering presentation, workshops and training to groups</li> </ol>	* * *  *  * * * * * * *	*
<p><b>Experience:</b></p> <ol style="list-style-type: none"> <li>12. 2 years management experience</li> <li>13. Experience of working with a wide variety of people from different backgrounds, in both public and professional settings</li> <li>14. Experience of working in an information and/or research background</li> <li>15. Experience of accessing and providing a wide range of information within the health and social care sector</li> <li>16. Experience of keeping confidential records and an understanding of what confidentiality means</li> <li>17. Experience of making presentations and of outreach and community based work</li> <li>18. Experience of report writing</li> </ol>	* * * * * * *	
<p><b>Education and Qualifications:</b></p> <ol style="list-style-type: none"> <li>19. Excellent overall standard of education</li> <li>20. Evidence of job related learning &amp; development</li> <li>21. Relevant management qualification</li> <li>22. Willingness to continue professional development</li> </ol>	* * *	*
<p><b>Personal Characteristics:</b></p> <ol style="list-style-type: none"> <li>23. A willingness to work alongside other colleagues and agencies in a mutually supportive way, to improve services</li> <li>24. An overall ability to respond to the specified requirements of the individual with empathy and understanding</li> <li>25. A willingness to keep updated on issues relating to the role and to attend relevant training as necessary</li> <li>26. Empathetic and non-judgemental approach</li> </ol>	* * * *	