

## **JOB DEFINITION**

<b>DEPARTMENT:</b>	<b>Operations</b>
<b>JOB TITLE:</b>	<b>Carers Hub Deputy Manager</b>
<b>ACCOUNTABILITY:</b>	<b>Carers Hub Manager</b>
<b>LOCATION:</b>	<b>Age Concern Birmingham, Boldmere</b>
<b>HOURS:</b>	<b>37.5 hours per week, to be worked on a rota basis flexibly Monday to Saturday including occasional evenings</b>
<b>SALARY:</b>	<b>£27,651.78 per annum</b>

### **JOB PURPOSE:**

To support (and in the absence of the Carers Hub Manager, lead) the management of the Birmingham Carers Hub Contact Information and Advice service. This includes line management of the Information and Advice Officers.

To ensure the service focuses on engaging carers, for example through outreach sessions; and ensuring high standards of customer care providing free personal, confidential and accurate information, support and advice to carers. You will also support and in some cases, lead on developing, maintaining, managing and promoting Birmingham Carers Hub.

### **CURRENT LINE MANAGEMENT RESPONSIBILITIES:**

- Information and advice officers (up to 10)
- Volunteers

### **ROLES AND RESPONSIBILITIES:**

#### **Carers Information Service**

1. To support the Carers Hub Manager to provide effective management of the Birmingham Carers Hub Information and Advice service.
2. To provide effective line management of the Information and Advice Officers ensuring they follow the policies, procedures and systems of the organisation and Forward

Carers (where appropriate). Being supportive of their development through the appraisal system and providing a framework to enable staff to develop their full potential, encouraging this through regular supervision and support. Working with staff to create and maintain a positive and fully professional team working environment.

3. Compile staff weekly rotas and work allocation for staff team, including good 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 and full staffing of the Information service.
4. Support the Carers Hub Manager, recruit, train, support and supervise staff and volunteers for the service.
5. To maintain relations with other carers' groups, Forward Carers partners organisations, external organisations and statutory bodies etc. to co-ordinate services, signposting, joint projects, training and information sharing and to develop joint work with the other services provided by Age Concern Birmingham.
6. To receive enquiries by telephone, personal caller, fax or email for the Information Service with an open door service and to provide a good quality and effective information service, ensuring the carers' needs are identified and met, by giving the relevant information and advice and/or literature and/or by referring to appropriate outside agencies.
7. To keep up to date with the current legislation/regulation regarding carers' entitlements and to ensure accurate and appropriate information is passed to carers, developing in a creative way the ways to communicate this information to them.
8. To maintain all appropriate records, including confidential carer records, developing and maintaining filing and other systems, which are properly recorded for ready access in line with organisational procedures.
9. Support the collection of statistics relating to the Information Service and Carers' Centre, ensuring that the database is kept up to date and to produce regular figures and reports in response to requests from Forward Carers and Age Concern Birmingham Senior Management Team.
10. Undertake any necessary administrative and reception tasks conducive to the day to day running of the Carers' Centre and Information Service.

#### General

11. Maintain strict confidentiality at all times relating to the affairs of carers and any related matters.

12. Attend and undertake ongoing training courses for self and other staff as identified, including distance learning, in order to keep up with current legislation, best practice and guidelines in keeping with the job definition.
13. Undertake additional duties commensurate with the overall purpose of this post, which may arise from time to time.
14. Comply with Health and Safety arrangements within all places of work and to act in accordance with the Age Concern Health and Safety Policy and Procedures.
15. Work at all times within the Values and Mission Statements and the Diversity and Equality Policy 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 and volunteers.

## **MANAGEMENT COMPETENCIES:**

### **Time Management and Prioritising:**

Ability to manage time, both own and others.

### **Setting Goals and Standards:**

Ability to manage activities and projects towards measurable goals and standards, setting these jointly with others so as to develop their understanding and commitment.

### **Organising, Planning and Scheduling work:**

Ability to manage projects (one time programs) and processes (ongoing work flow) by applying the major tools and techniques of management.

### **Giving Clear Information:**

Ability to assess a situation, determine the objectives and give clear, concise well organised, convincing messages that will best meet the objective.

### **Appraising People and Performance:**

Ability to carry out a constructive performance appraisal involving joint evaluation of past performance, agreement on future expectations and development of a plan to see that these expectations are met. The ability to develop people.

### **Identifying and Solving Problems:**

Ability to identify barriers that keep you from achieving your goals and standards, and to apply a systematic set of procedures to eliminate or reduce the causes (root problems). Ability to make decisions that are balanced by assessing the potential/actual risks.

## **PROFESSIONAL COMPETENCIES:**

### **Communication and Inter-personal skills:**

- The ability to lead and motivate a team, assisting staff to fulfil their responsibilities.
- The ability to foster good connections with carers, developing confidential and trusting relationships.
- The ability to liaise with key professionals from other agencies and develop and maintain mutually supportive relationships.
- Excellent interpersonal and communication skills with the ability to interact at all levels.

### **Providing Information:**

- Evidenced experience in providing a comprehensive information service to carers
- A full understanding of a range of issues affecting carers, including welfare benefits
- Ability to keep confidential client records
- Ability to maintain substantial, detailed information systems

### **Administration:**

- Good organisational and administrative skills
- Management experience in relation to staff
- Previous experience of report writing
- Familiarity and understanding of IT.

### **Relationship Management:**

- To work as an integral part of the staffing structure within Age Concern Birmingham.
- To attend meetings as requested, forming relationships with similar organisations providing information and carers' services with the aim of co-ordinating services, signposting, joint projects, training and information sharing in order to provide an up to date and comprehensive service within the city.

## **SPECIAL CONDITIONS:**

1. A DBS 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.*

*Feb 2018*

## **PERSON SPECIFICATION**

### **\* Carers Hub Deputy Manager \***

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

February 2018