

Job Description

Title:	Service Lead (all aged carers)
Hours:	30 hours a week – Mon to Thurs (to include casework)
Office base:	Northallerton – covering Hambleton and Richmondshire
Accountable to:	CEO
Line Management:	Head of Operations

Job Summary:

At Carers Plus Yorkshire, smooth processes and systems are the key to our success. We're looking for a Service Lead who has excellent organisational skills and an enthusiastic, friendly manner to keep the team thriving! You will have a natural flexibility in handling day-to-day operations at the Northallerton office. You will be a first point of contact for staff queries and supporting the day to day work across each service.

The Service Lead will provide a strong, reliable support for operations by helping to develop procedures and implementing them, as well as ensuring effective and efficient communication throughout the team. You will also help us achieve organisational efficiency by nurturing a positive, inclusive work environment.

You should be a well-rounded and excellent communicator, with empathy, enthusiasm, a good sense of humour and a passion for driving Carers Plus Yorkshire forward.

The Service Lead will undertake specific operational responsibilities with respect to:

- To work fully alongside the senior management team (SMT).
- To ensure that all contracts are delivered to a high standard and in full; in line with contract/project requirements working closely with your Line Manager.
- To support the staff team in the Hambleton & Richmondshire geography, to ensure that there is a first point of contact that staff can communicate with on a day-to-day basis.
- To undertake regular client casework (minimum or equivalent of two days per week), to support staff absence and pressure points within the service.
- To take responsibility for an allocated caseload of carers for 121 carers support (inclusive of adviceline calls, home visits, outreach and telephone support).
- To support and empower carers in signposting/referring to relevant providers to support health and well-being.
- To develop & support carer groups to offer peer to peer support for carers across the geography of the organisation.

- To work alongside the SMT to provide platforms for the voice and representation of carers.
- To act as the lead for Safeguarding within the locality with support from the SMT
- You will be required to attend the Head Office in Snainton at least once a month to coincide with SMT meetings or for other operational requirements
- Also, any other duties as agreed with your Line Manager and CEO.

Likely Tasks (to support the development of this role):

- To keep up to date with information on services relevant to the organisation, welfare benefit awareness, local, regional, and national developments within social care and health settings
- To work in partnership with voluntary, statutory and community organisations to develop new and sustainable ways of supporting all service users
- To be clear about the themes, trends and general gaps in service provision shared by carers of all ages and feed back into SMT meetings
- To be clear about the client pathway/s and ensure that there is consistent, equality and fairness to delivery of all services (with support of the Quality & Assurance Lead).
- To work within all CPY policies and procedures and to support staff (and volunteers) to do the same.
- To ensure that services are delivered and monitored in line with contracts and funders requirements (with support from your Line Manager)
- To ensure staff have an awareness and adhere to Lone working CPY policies and procedures assisting in managing an effective buddy system.
- Working with the Senior Management Team and the Quality Assurance Lead to ensure all project staff are trained to the highest standard required by CPY
- To represent CPY at a local, regional or national level when required.

This role will be based in our Northallerton office four days per week and be responsible for supporting the delivery of services in Hambleton and Richmondshire.

Whilst there is no requirement at this time to provide direct staff supervision, support will be required to help staff meet their objectives for the benefit of clients and the charity.

They will work closely with SMT colleagues and attend some SMT meetings at the Snainton office and / or remotely via TEAMS. SMT colleagues will also visit Northallerton regularly to support the role.

This job description may be reviewed in consultation with the postholder from time to time in line with business need, therefore adaptations may be made via this consultation.

May 2024