

# Job specification



**Job title:** Carer Development Officer  
**Service:** Provider management and Market Development  
**Grade:** 8  
**Reporting to:** Service Manager – Independence and Personalisation

## Your job

The Carer Development Worker is an important role within the organisation to ensure effective support systems are in place across the borough for Unpaid carers. The role is to effectively engage with unpaid carers and partners in the implementation of key local, regional and national priorities including Carers Strategies, GM Exemplar Model for carers.

Maximising the engagement, involvement and empowerment of unpaid carers to understand the challenges and barriers they face, understand gaps in service provision which would enable them to care, make informed choices, stay healthy and lead fulfilling lives.

You will directly engage with key partners including commissioned services for carers to ensure continued development of support offers across the borough. Working to identify hidden carers through ongoing awareness campaigns and facilitation of support groups.

You will coordinate the Carers network group ensuring positive and productive relationships between the numerous organisations and groups supporting carers.

You will play a key role in the ongoing development and implementation of the Carers Strategy across the borough, reporting the Carers Strategic Partnership Board to provide progress updates and challenges being experienced.

You will work in partnership with the Support and Safeguarding carer lead to continue to ensure statutory carers assessments are as effective as possible. Developing further supplementary offers of support to broaden the menu of opportunities available to Unpaid carers within their roles and to ensure improved quality of life.

You will build partnership relations with external organisations in order to identify mutually beneficial opportunities for joint working on priorities for unpaid carers across the borough.

Develop and build collaborative relationships with community leaders, voluntary and third sector organisations and young people and their families, using this information to inform strategic direction in addition to strategically capturing insight from ongoing engagement from ethical and wider partners.

To assist the Service Manager by providing timely and accurate input into reports.

Work with colleagues to develop excellent information, advice and guidance for carers which is available and easily understandable, including web-based and social media campaigns.

The role supports a cultural shift towards an asset-based approach, aligned to The Deal for Adult Social Care and Health. To facilitate and develop existing and new carer led organisations, forums and partnership boards, coordinating and supporting the work initiated.

The post is an enhanced level of disclosure. There is a requirement from the role to carry out duties in the most flexible, effective and efficient manner. Must be able and willing to work evenings and weekends including an on call system if required

The Council is committed to complying with the European General Data Protection Regulations (GDPR and meeting the requirements of the Information Commissioners office (regulating data

protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

### **Mandatory statement**

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### **In this job you will**

On an on-going basis you will:

- Work closely with carers as expert partners, ensuring their voice is heard and directs the delivery of current and future supports via the Carers strategy. Taking an active role in the Carers Strategic Partnership board, supporting in the coordination of the board and relevant subgroups.
- Supporting local implementation of regional developments and priorities including GM Carers Charter, GM exemplar model for Carers and Working Carers Toolkit.
- Effectively and pro-actively manage the councils strategic partnerships at an operational level for Carers and other services, to ensure successful delivery in lin with the Councils strategy, policy, priorities, budgetary and commissioning framework.
- Effectively represent the council and directly engage with Carers across the borough in a proactive and positive way to support and value them in their key roles as part of the health and social care system. Gaining an understanding of issues faced by carers in the place and working as part of the strategic response to address these issues.
- You will develop and maintain information, advice and guidance for Carers which includes working in partnership with internal colleagues in the ongoing development of the council webpages and social media etc.
- Work with key stakeholders, taking an active role in the development and implementation of a local Carers strategy and deal for carers.
- Develop and maintain a local carers support groups to provide support to carers. Additionally develop and maintain a Carers network to support all organisations across the borough who provide supports to unpaid carers, sharing local, regional and national improvements and best practice.
- Attend local, regional and national meetings to represent the organisation and unpaid carers within Wigan, disseminating information as required.
- As part of the strategic team, work towards a Carer Friendly Borough – developing carer champions to develop and deliver awareness sessions. Ensuring the learning in Wigan is shared across Greater Manchester.
- Be resourceful, creative and able to work effectively on your own initiative and as a team member, contributing to achievement of shared goals as well as individual targets.
- Develop and maintain a Carers dataset, capturing information to produce performance information and dashboards in relation to Carers. Producing any necessary reports, briefings as requested.

- Lead on the planning and delivery of events which recognise carers locally and nationally i.e. Carers Week, Young Carers Awareness day, Carers Rights day etc.
- Regularly attend local steering groups, family and carer forums and confidently share presentations to local service providers and GM wide.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.

## In this job you will need

You must be able to demonstrate the following essential requirements:

- Relevant professional qualifications, or significant equivalent experience in a relevant social care field or carers related discipline – potentially personal experience of being an unpaid carer.
- A self-starter with excellent communication skills to develop and maintain effective working relationships across the council and with external partners.
- Knowledge of the statutory responsibilities in relation to carers services and the impact of caring on the health and social care economy.
- Excellent project management skills in implementing key projects and processes to improve service delivery and engagement of key groups.
- Significant experience of engaging with hard to reach groups and empowering them to contribute to the development and implementation of local priorities and plans
- Good understanding of the strategic and operational importance of unpaid carers within the health and social care system and the importance of co-production to develop effective supports.
- Knowledge and experience of using effective tools and techniques which facilitate meaningful engagement and contribution.
- Proven experience in managing the collection, analysis and reporting of management information, using the intelligence to inform service developments, really evidencing outcomes for individuals of the role and function.
- Good knowledge and understanding of relevant legislation, best practice guidance and key national policy drivers in health and social care in relation to unpaid carers and the individuals they support.
- Excellent negotiation and mediation skills which support effective partnership working.
- A high level of planning and organisational skills, with the ability to work to deadlines and exact standards with a strong focus on completing and finishing.
- Managing and supporting public engagement forums and activities, sharing information and providing advice and guidance on issues raised by unpaid carers.
- A good understanding of Safeguarding Policies and Procedures and the Protection of Vulnerable Adult.
- Hold a current driving license or can demonstrate the ability to travel as required using own or public transport in the most effective manner.

## Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

**Be Positive...** take pride in all that you do

**Be Accountable...** be responsible for making things better

**Be Courageous...** be open to doing things differently

**Be Kind...** be helpful, generous and thoughtful towards yourself and others

Individuals with line management responsibilities are also expected to ...

**Inspire...** lead by example and help others to see the big picture

**Care...** show genuine concern for people as individuals and value their contributions

**Engage...** I connect with others both within and beyond the organisation

## Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

### Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

### Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough