



Team Leader

Job pack

Thanks for your interest in working as part of the Carers Together Wiltshire Partnership. This job pack should give you everything you need to know to apply for this role.

In this pack you'll find:

- Information about the team and role
- The role profile and person specification
- Our approach to equality and diversity

To apply for the role, please complete the application form and return to Nicky Theobald by email: ntheobald@communityfirst.org.uk or by post: Community First, Unit C2 Beacon Business Centre, Hopton Park, Devizes, SN10 2EY

Want to chat about this role?

If you want to chat about the role further, you can contact Lynn Gibson by emailing lgibson@communityfirst.org.uk and we will arrange a suitable time to have a chat.

Application Deadline

Monday 2nd December at 10am

Interview dates:

Wednesday 11th December and Thursday 12th December 2024

Carers Together Wiltshire Partnership:

Carers Together Wiltshire is a partnership between Age UK Wiltshire, Community First, Alzheimer's Support, Wiltshire Service Users Network, Citizens Advice Wiltshire and Wessex Community Action, under the umbrella, 'Carers Together Wiltshire'. This partnership allows us to provide tailored support to the thousands of people across Wiltshire identified as an unpaid carer.

At Carers Together Wiltshire, we want to ensure that unpaid Carers can achieve a healthy balance between their caring responsibilities and their own interests and wellbeing. We recognise that caring for another person can be challenging. We also want to foster a 'carer-friendly' Wiltshire, amplifying unpaid carers voices in our area.

We are consistently impressed by the dedication shown by the unpaid carers who access our services as they balance work and personal responsibilities while fulfilling their caring roles.

We are here to support all unpaid carers in Wiltshire by offer a listening ear, practical help and emotional support. We prioritise a 'no wrong doors' approach to service provision, ensuring that no unpaid carer is left unsupported. Our work involves raising community awareness about the challenges faced by unpaid carers.

Our partnership enables us to support people providing unpaid care through a range of support services, such as activities, advice, counselling, coaching, training and support (including peer-support) for carers. We work closely with Wiltshire Council to offer Carer Assessments, to enable unpaid carers to take regular time away from their caring responsibilities.

The Role:

The Team Leader manages the day-to-day work of our operational team, programme provision, and oversight of the delivery of Carers Together Wiltshire as directed by the Service Delivery Manager. Working as part of a service specific team to provide help and support to unpaid Carers who have been identified as fitting the criteria for the service. Supporting with recruitment, induction and training of new team members and managing the supervision of staff and volunteers to deliver a service.

Working closely with commissioners/funders, and other interested parties, to ensure that Carers Together Wiltshire fulfils the requirements of the contract. This will include working in partnership with other agencies and services to maximise resources and identifying potential opportunities to ensure the continued development and sustainability of our service.

The post holder will be working with unpaid Adults Carers (18+). The role may involve occasional evening or weekend work to accommodate carers' schedules and participate in events or outreach activities. This post is exempt from the Rehabilitation of Offenders Act. Appointment will be subject to satisfactory references and an Enhanced DBS check.

Role profile:

Job Title:	Team Leader
Salary:	£30,000 to £32,000 depending upon experience.
Benefits:	25 days leave entitlement, plus bank holidays, pro rata. Company pension 7% with an employer contribution.
Contract:	Permanent
Hours:	Full time – 36.5 hours The role may involve occasional evening or weekend work to accommodate carers' schedules and participate in events or outreach activities.
Main Location:	Hybrid or based in Devizes, with a requirement to work at CTW offices and travel throughout the Wiltshire area when needed.
Reporting to:	Chief Executive Officer
Role purpose:	The Team Leader manages the day-to-day work of our operational team, programme provision, and oversight of the delivery of Carers Together Wiltshire as directed by the Service Delivery Manager.
Main responsibilities	Key elements/Tasks:
Service Delivery Management	<ul style="list-style-type: none"> • Responsible for ensuring that the CTW service is delivered in line with contractual requirements, SOP procedures and KPI expectations. • Accountable for the efficient and effective operation of the CTW service across multiple sites and teams, ensuring cover for absences. • Ensure that the service is person-centred, of high quality and delivered in an efficient manner whilst promoting dignity, safety and respect. • Ensure that the service is delivered within the constraints of the budget. • Ensure that all safeguarding matters are dealt with appropriately reporting all incidents to the designated safeguarding lead (DSL) • Monitoring referrals and caseloads on Liquid Logic and overseeing quality and timely assessment and support processes. • Monitor Liquid Logic to ensure that CTW is keeping accurate and timely records, and moving cases forward, in line with Wiltshire Council expectations and training/guidance. • Oversee the maintenance of a local data base of trusted organisations and providers • Ensure CTW team members are signposting or referring to services offered by Carers Together Wiltshire, relevant community resources,

	<p>educational resources, and trusted organisations, to ensure unpaid carers feel empowered and supported in their role.</p>
<p>Team Management</p>	<ul style="list-style-type: none"> • Manage a team of staff and volunteers in line with the partners and CTW policies and procedures • Be responsible for the recruitment, induction and training of CTW staff and volunteers. • Be accountable for the supervision and performance of staff and volunteers within the CTW service. • Share feedback and guidance to help develop team members and enable them to work in line with Service Delivery expectations and meet KPIs. • Encourage and coach staff to be proactive, accountable and responsible for their development and performance. • Organise regular training sessions to ensure staff and volunteers are fully compliant with policies and procedures and changes in legislation which may impact unpaid Carers. • Keep informed of developments in social care and other issues relating to unpaid Carers, including attendance at training and events, and ensure that the team is appropriately updated. • Inspire and foster a spirit of teamwork and a positive working environment in which staff are enabled to achieve their full potential. • Promote and manage a team culture that is energised with effective, open communication. • Work with a team staff under the overall direction of the Senior Management Team.
<p>Monitoring, Evaluation and Reporting:</p>	<ul style="list-style-type: none"> • Regularly review and evaluate the effectiveness of the CTWs support to unpaid Carers. • Establish and manage the collection of feedback from unpaid carers to identify areas for improvement and ensure that support interventions are responsive to evolving needs. • Ensure the needs and views of Adult Carers are fully considered and attained as part of the monitoring and development process for the service. • Take responsibility for meeting the requirements of funders regarding reports, monitoring and evaluations. • Work with the CTW Service Delivery Manager to identify the service need and development opportunities and the achievement of quality systems specified.
<p>Stakeholder Management</p>	<ul style="list-style-type: none"> • Alongside the CTW Service Delivery Manager, maintain good working relationships with the commissioners and funders of the service and attend meetings with them as required.

	<ul style="list-style-type: none"> • Represent and promote Carers Together Wiltshire at meetings with other organisations and stakeholders as appropriate. • Develop and maintain relationships with other organisations and stakeholders that work with Carers, such as Carer Champions
<p>General Responsibilities</p>	<ul style="list-style-type: none"> • Provide support to our events team, when requested, which includes setting up events and attendance. • Flexibility and a willingness to cover for other members of the Carers Together Wiltshire team. • Flexibility and a willingness to cover for other functions that are not within the scope of Carers Together Wiltshire but are required to maintain the operations of Community First • Carry out such other general duties as shall be determined by the Chief Executive. Support other members of staff as required by the workload and by absences due to leave, sickness etc. • Contribute to the wider aims and objectives of the Community First • Work within the agreed policies and procedures of Community First • Ensure that office security is maintained and confidences are not breached. • Promote an alert approach to Health and Safety at Work matters and maintain compliance with the terms of the Hopton Fire Certificate. • Be committed to Community First policy and procedures on keeping adults safe from abuse, ensuring that all alleged abuse is reported to a designated safeguarding lead (DSL) and that safeguarding is embedded in all decisions and actions. • Maintain the professional integrity of the Charity and represent its main interests in any dealings with other bodies, groups and individuals. • Community First budget holders assume financial responsibility for own operational budget. Non budget holders ensure expenditure is necessary and within budget constraints. • Attend regular supervision sessions and annual appraisals with line manager to provide feedback and enhanced future planning and direction. • Take responsibility for own development, inform the line manager of any development needs and take part in prescribed development activities. • Take part in Community First events and activities, meetings, training courses and meetings as required. • Carry out any other duties as may be reasonably required from time to time.

Person Specification

CRITERIA		ESSENTIAL	DESIRABLE
Experience, Knowledge, Skills and Behaviours.	Prove ability to effectively manage a team of staff and/or volunteer teams.	✓	
	Experience of motivating people and equipping them with the resilience to deal with emotional difficulties presented clients/customers.	✓	
	Ability to work in a continuous cycle of improvement and improve service provision, take advantage of new opportunities and consider alternative solutions to meet identified client needs.	✓	
	Experience of analysing data and authoring evidence based persuasive reports or business cases.	✓	
	Proven ability to report effectively to people at all levels including Trustees, colleagues, funders and decision makers.	✓	
	Proven ability to establish positive relationships and work collaboratively, with partners and agencies, including health, voluntary and statutory organisations, using tact and diplomacy.	✓	
	Able to effectively make public presentations and facilitate groups.	✓	
	Strong administration skills, with an attention to detail for effective case management and documentation.	✓	
	Excellent planning and organisational skills, able to manage own workload according to changing priorities and be proactive in ensuring the successful delivery of tasks.	✓	
	Excellent communication and interpersonal skills, with the ability to build rapport and establish trust with diverse individuals.	✓	
	Proven experience of working within an environment that requires compliance with standardised systems / processes and complete them successfully.	✓	

	Computer literate, able to use Microsoft packages and be confident using other software packages.	✓	
Other	Proactive and solution focused, able to work alone using own initiative.	✓	
	Commitment to work within a continuous improvement environment, as a positive and constructive team player.	✓	
	Proven ability to commit to and work within the organizational values and equity and diversity and inclusion policies	✓	
	Experience of using the Liquid Logic would be a bonus.		✓
	Knowledge of community resources, support services, and entitlements available to carers.		✓
	Understanding of issues affecting Carers, particularly those who are vulnerable and socially isolated.		✓

Equity, Diversity, and Inclusion

We are committed to creating an equitable and inclusive workplace, and we value diversity of thought, ability, and individuality. This applies to both service delivery and our internal practices.

A successful applicant will be willing and able to demonstrate commitment to our equity, diversity, and inclusion policy and practices at all time.