



CCS

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CCS - Community Council for Somerset

Carers Service Coordinator

Job Description & Person Specification



Carers Service Coordinator

Salary	£23,814 per annum
Hours	35 hours per week
Location	<ul style="list-style-type: none">• Flexible location base (Taunton office & home)• Countywide travel will be required
Contract Length	Contract to March 2024. Possible extension subject to funding
Holiday	25 days per year plus bank holidays
Reports to	Development Manager

Job Role

To support the delivery of the Somerset Carers Service by providing a single point of internal/external contact, and co-ordinating projects and initiatives countywide.

Key Tasks

Single point of contact

Act as the main point of contact for commissioners and key external/internal stakeholders to enable effective delivery of the service. This will include:

- Attend local and regional meetings that contribute to development and improvement of support for Carers in Somerset.
- Liaise with CCG and County Council commissioners, and NHS England (SW) Carers Leadership Support Manager – to support new initiatives.
- Support a network of Carers Champions, initially in Primary Care to:
 - Maintain and develop a database of Carer Champions.
 - Manage and run regular Carer Champion meetings.
 - Support new Carer Champions, providing practice/site visits, training, and information documents pertinent to their role.

Key Tasks (cont.)

- Information and training:
 - Ensure that practices, hospitals, and others have current and relevant information about the service and are clear on the referral route.
 - Source, promote and arrange Carers training.
 - Ensure new CCS starters receive Carers training.

Collaboration

Develop and manage collaborative approaches to delivery of key areas of the service. This will include:

- Liaise with Spark Somerset and dedicated Carers support group development worker, to ensure Carers Groups and Volunteers are fully supported.
- Liaise with Somerset NHS foundation trust, Mental Health Carers Support.
- Ensure that other Carers Support Services have up to date information regarding Somerset Carers and attend meeting to share information.
- Liaise closely with the CCS Micro Enterprise project to ensure reconditioning and respite opportunities for Carers are maximised.

Key Tasks (cont.)

Communication and Promotion

Develop and manage initiatives and projects to improve understanding and awareness of Carers and their needs and services. This will include:

- Liaise with the Commissioner and other agencies in the development and promotion of the Carer Aware brand.
- Oversee the maintenance of the Carers Hub, ensuring all information is up to date and relevant.
- Support the Marketing and Communications Officer with supplying content for the monthly Carers Newsletter.
- Ensure Somerset Carers have an active presence on social media by sourcing and promoting relevant information for Carers.
- Liaise with the Marketing and Communications Officer to design and implement plans for Carers Week and Carer Rights Day.
- Be an active presence in the community to promote Somerset Carers.
- Maintain and develop information and training literature for Carers and Carer Champions.

General

- Take responsibility for own time management and administration.
- Attend regular team/locality meetings.
- Attend training sessions that are relevant to your role as approved by your line manager.
- Complete weekly timesheets and any other internal reporting systems as required.
- Undergo an annual appraisal and regular supervisory sessions.
- Ensure that the mission, vision, aims and objectives of the organisation as a whole are upheld.

Personal Skills

	Essential	Desirable
Education, Qualifications & Training	<ul style="list-style-type: none"> • 5 GCSE's or equivalent, to include English and Maths (A*-C grade) • Evidence of CPD • Willingness to undergo additional training 	<ul style="list-style-type: none"> • Degree or equivalent • Registration with a relevant health and social care professional body
Knowledge, experience and skills	<ul style="list-style-type: none"> • Minimum 1 year's experience working with carers and their families with excellent knowledge of a range of issues affecting unpaid carers. • Knowledge of GP surgeries and Primary Care Networks in Somerset. • Good computer literacy to include use of internet, Outlook and Microsoft Office 365. • Demonstrates a comprehensive understanding of Health & Social Care systems in Somerset • Excellent communication skills by telephone and face-to-face. • Effective reporting and written communication skills with experience of delivering a presentation and /or training. • Demonstrates a commitment to CCS's equality and diversity policy and actively promotes inclusion. • Experience of networking and partnership building with a range of stakeholders. • Use of databases • Good knowledge of Somerset's geography • Community engagement 	

Personal Skills

Personal Qualities

- Use of initiative/self-motivated
- Lateral thinker, who can provide creative solutions
- Thorough, with attention to detail
- Positive outlook
- Problem solver, pragmatic and resilient
- Flexible and adaptable
- Willingness to participate in training and acquire new skills
- Willingness to work flexibly across Somerset
- Work in a team and network with partners
- Effectively manage your own workload and identify priorities

Other

- Access to a reliable broadband connection
- Full current driving licence
- Access to a reliable car insured for business purposes



CCS Disability Confident Certificate

For further information:

Email:

recruitment@somersetccc.org.uk

Call us

01823 331 222

Visit our websites

For information about our projects

Community Council for Somerset

www.ccslovesomerset.org

Somerset Carers - a resource for Unpaid Carers

www.somersetcarers.org

Village & Community Agent dedicated website

www.somersetagents.org



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