

Adult Carers Service Manager

Title of Post: Adult Carers Service Manager
Hours: 35 hours per week
Salary: £29,653 - £37,066 per annum
Responsible to: CEO

1. Key information

Adult Carers Service Manager	
Employer	Angus Carers Centre
Work location	Angus Carers Centre, 8 Grant Road, Arbroath, DD11 1JN
Position type	Full time
Salary	£29,653 - £37,066 per annum
Contract	All posts at Angus Carers Centre are subject to a 6-month probationary period.
Pension	Employer contribution of 3% based on an employee contribution of 6%
Equipment	Laptop, docking station and mobile phone
Benefits	Employee Assistance Programme (EAP)
Start date	As soon as possible following a formal offer of the post.
Application process	<p>To apply, please provide the following:</p> <ol style="list-style-type: none">1. A covering letter explaining why you are interested in this position, highlighting your relevant experience, and explaining how you meet the 'Person Specification' (detailed below). The letter should be between 800 and 1000 words.2. A CV, limited to two pages.3. Contact details for two work or education related references. (Please state clearly if you do not want us to contact references prior to interview.) <p>Completed applications should be sent to gill.bain@anguscarers.org.uk</p>
Interviews	Interviews will be held face to face in Angus Carer Centre. Shortlisted candidates will be invited for a 45 – 60 min interview (involving a mix of experience and competency-based questions), and asked to deliver a presentation, detail of which will be send in advance of interview.
Contact information	If you have any questions, please contact Gill Bain, CEO. gill.bain@anguscarers.org.uk

About us

Angus Carers Centre is a rights-based charity working **with** and **for** unpaid carers from all walks of life living across Angus. We exist to improve the quality of life for all carers by building genuine and equal relationships, connecting carers with each other to create a sense of belonging and community, providing practical and emotional supports, and influencing change at local and national level.

Established in 1996, we have grown significantly over the last 25 years, and we are now supporting nearly 2,000 unpaid adult and young carers across Angus. Our talented and passionate team of 25 staff and over 20 volunteers ensure the needs of our carers are met. Together with our volunteers we strive to provide a first-class service to carers and their families, to make a lasting difference to their lives.

Our vision is that all unpaid carers in Angus will receive appropriate information and support to enable them to feel valued and confident in their caring situation and to develop their own potential.

Why should you consider applying?

The social, political and policy horizon is changing, and we need to ensure that we provide the right support at the right time. We are entering a new and exciting chapter, and there has never been a better time to join our organisation.

You will form part of the Leadership Team. You will be making an impact by building authentic and empowering relationships with our dedicated and change-driven teams supporting unpaid carers, their families and partner organisations. You will lead on the development of our service demonstrating its impact and added value. But most importantly, you will put the voice of carers at the centre of what we do.

Reporting to the CEO, you will have a positive non-judgemental regard and help unpaid carers exercise their rights and support them to realise their potential.

Job overview

The postholder will:

- Create a safe environment for unpaid carers to build genuine relationships to participate in meaningful and engaging activities allowing them to express themselves, share their dreams and aspirations.
- Manage the development of Angus Carers Centre's services, including identifying unmet need, monitoring, and maintaining standards in line with contractual agreements, and good practice.
- Provide leadership, management, coaching, support to the team members.
- Be responsible and accountable for the management of the team's financial budgets in line with Angus Carers Centre's financial and business support procedures.
- Measure the impact of our work in a creative and ethical manner ensuring lessons learnt are identified and taken forward, reporting on outcomes and progress towards strategic objectives.
- Work closely with other teams to ensure collaborative culture and synergies prevail across all areas of Angus Carers Centre's work.
- Maintain and build relationships with a broad range of public, private and Third Sector organisations, including schools, community groups, health and care providers, and others.
- In collaboration with other teams, use the evidence of impact of our work to influence policy and practice within the local area and beyond.
- Ensure organisational and local safeguarding and health & safety policies are adhered to and effectively implemented.

- Support teams in identifying unpaid carers' needs, circumstances, and outcomes, and support them to achieve them by working collaboratively with colleagues, partners agencies and other organisations.
- Ensure unpaid carers' voices and opinions are heard and taken into account in decision-making processes.
- Work collaboratively with Angus Carers Centre's teams to achieve its vision and strategic objectives.
- Continuously learn, reflect, and improve what we do to ensure evaluation is embedded into practice, and reflects agreed outcomes.
- Raise profile of Angus Carers Centre by facilitating information and development sessions with a wide range of organisations, communities, and individuals.
- Speak truth to power in a respectful, impactful, and authentic manner.
-
- Comply with Angus Carers Centre's policies and procedures.

Job overview

The above does not represent an exhaustive list of responsibilities and tasks but indicates the main responsibilities required from employees in the role. The organisation reserves the right to require employees to perform other duties from time to time.

Key values

- Strong sense of integrity.
- Authentic and true to themselves and others,
- Compassionate and boundaries,
- Drive for social justice and equity.

Qualifications and knowledge:

- Bachelor's or master's degree such as Social Work, Community Development, Youth Work. Equivalent qualification or five years' experience at a senior level.
- Understanding of Human Rights, the UNCRC and Children's Rights and the needs of diverse individuals and communities,
- Knowledge of the policy and practice areas of the social care sector in Scotland, including SSSC, Care Inspectorate and the new National Care Service.
- While we would welcome the knowledge gathered through a relevant qualification, we are just as interested in relevant work experience.
- Demonstrable continuing professional development in relevant areas
- Full Driving License and a suitable vehicle for work with business insurance.

Experience

- Experience of leading, motivating and building teams through times of change.
- Experience of the social care sector in Scotland, including the policy landscape affecting local authorities, health boards, health, and social care partnerships.
- Experience of multiagency working supporting the development and delivery of services within local communities.
- Experience of working with a range of stakeholders, senior officials, Trustees, the public and partner.

Working hours

35 hours per week subject to organisational needs. Some work may have to be undertaken outside office hours, including evenings and weekends.

Special conditions

The post entails work with vulnerable people and falls within the definition of “regulated work” under the provision of the Protection of Vulnerable groups (Scotland) Act 2007. The post holder will require to be registered as a member of the Protection of Vulnerable Groups Scheme, which will involve a Disclosure Scotland check.

Office base

The post is based at 8 Grant Road, Arbroath, DD11 1JN.

Equal opportunities

Angus Carers Centre is committed to being an Equal Opportunities Employer and we encourage candidates from diverse backgrounds to consider joining Angus Carers Centre.

Benefits

- Training and development opportunities
- Employee Assistance Programme
- 6% employer pension contribution
- Free car park
- 31 days of annual leave
- Flexible working, subject to organisation’s needs.