

# Carers Coordinator

April 2024

Hertfordshire Mind Network  
Watford Wellbeing Centre  
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## Carers Coordinator

Dear Applicant,

Thank you for your enquiry about the above post.

This pack contains the Job Advertisement, Job Description and Person Specification. For more information about the role and our services, please see our website at:

<https://www.hertsmindnetwork.org/carers-coordinator/>

**To apply, please submit your CV and a supporting statement as to why you are suitable for the role. Clearly state your address, e-mail address, telephone number and whether you have a driving license and whether you own a vehicle.**

**Being able to drive and having access to your own vehicle is essential for this role.**

Please return applications to Karon Gordon by email to [recruitment@hertsmindnetwork.org](mailto:recruitment@hertsmindnetwork.org)

**Applications are welcome on an ongoing basis until this role is successfully filled.  
Interviews shall take place on a rolling basis.**

Yours sincerely

Karon Gordon  
**Service Manager – Peer Support, Wellbeing and Volunteering**

## Job Description

<b>Job title:</b>	Carers Coordinator
<b>Reference Number:</b>	206
<b>Salary scale:</b>	£24,000 - £25,000 pro rata
<b>Reports to:</b>	Service Manager
<b>Contract length:</b>	Permanent
<b>No. of hours:</b>	30 hours per week
<b>Main base/s:</b>	East and West Herts
<b>Checks needed:</b>	Enhanced DBS and 2 satisfactory references

### Purpose of Post

This is an exciting time to join our innovative carers service. We are in a position to grow the current support offered and develop other ways of supporting carers across Hertfordshire. The Carers Coordinator is an integral role within Hertfordshire Mind Network (HMN) and to the future development of the service.

Using the ethos and values of peer support, the post holder will support carers in an empathetic, safe, respectful and empowering way; using their lived experience to bring hope.

### Services & Staff

- To recruit, train and support a team of volunteers to provide 1-1 support and group support
- Arrange regular 1-1 and group support via Teams for volunteers
- To work within the model of peer support to help carers to discuss common experiences and to establish and maintain relationships built on trust
- To work with the Service Manager to assist in the planning, organisation and development of the Carers service
- To work closely with the Volunteer Team around the volunteer recruitment process and Volunteer Selection Training
- Ensure volunteers are aware of all training opportunities
- Attend training, supervision sessions and appraisals as required
- Act as a positive role model for carers

### Key Accountabilities

- Recruit and support volunteers who will be trained to work with carers
- Coordinate the day to day running of the 1-1 peer support service for carers
- Manage referrals and waiting lists
- Carry a small caseload
- Carry out 1-1 assessments
- Allocate carers to volunteers
- Read all volunteer reports sent and upload onto HMN's central database
- Update number of sessions and discharges
- Produce high quality case studies
- Support service manager with quarterly reporting around carers
- Address any queries volunteers may have
- Liaise with the Volunteer Team where there are any concerns around a current volunteer
- Monitor current groups and involve carers in the development of new groups/services
- Actively promote user involvement within the project and communicate regularly with carers and volunteers to obtain feedback
- To respond to requests for advice, support and information and signpost/refer on where appropriate
- At all times to carry out every aspect of your duties to the highest standard, with due regard to HMN's policies and procedures
- Undertake other duties as may be reasonably determined by the CEO or Director of Services

## Information, marketing and promotion

- To liaise with marketing to produce a range of marketing materials to promote the PS service provision
- To disseminate the marketing materials to a wide range of audiences
- To attend events and external meetings to promote the carer provision
- Develop and maintain collaborative working relationships with colleagues to ensure effective team working
- To identify networking opportunities to strengthen partner relationships

## Monitoring and Evaluation

- To ensure the funding requirements are met and the impact of the work is recorded, monitored and evaluated
- To carry out audits to ensure the data is recorded effectively
- To ensure outcomes and evaluations are recorded effectively and generate reports as required
- Provide volunteer testimonials for quarterly stats and case studies for carer support provided
- Help develop and maintain all information and advice resources linked to the project including online, digital and written records
- Keep project records up to date and provide regular reports and monthly statistics for the Service Manager

## Other

- To undertake any other tasks or duties that may reasonably be required in relation to the programme
- To maintain up to date knowledge of legislation, national and local policies and issues in relation to mental health
- Undertake other duties as may be reasonably determined by Senior Management

Person Specification	Essential/ Desirable
Clean Driving Licence and use of own car	E
<b>Qualifications</b>	
Educated to degree level or equivalent professional qualification	D
<b>Experience</b>	
You will need a personal understanding of being a carer and/or have a lived experience of any mental health issues	E
Willingness to share personal experience, when appropriate	E
Development and management of projects in the voluntary or independent sector	E
Understanding of mental health issues and the impact this can have	E
Experience and understanding of facilitating/supporting groups and group dynamics	D
Understanding of safeguarding when working with vulnerable adults	E
Experience of recruiting, training and supervising volunteers or staff	E
Working in partnership with various organisations in various settings, including statutory	E
<b>Skills and Abilities</b>	
Demonstrate how you have utilised and incorporated various IT systems	E
Ability to deal with stressful and difficult situations in a calm and solution focussed manner	E
Ability to communicate orally and in writing presenting information in a sensitive manner	E
A high degree of personal motivation and willingness to learn new skills, taking on challenges and to undertake relevant training	E
Ability to effectively plan and organise own workload and coordinate other resources to meet deadlines	E
Flexible and creative approach to working with individuals	E
Ability to involve clients in all aspects of work	E
To work some unsocial hours	E
Commitment to and a working knowledge of equality and diversity	E
<b>Practical</b>	
Clean Driving Licence and use of own car	E