

Carers Service Coordinator

May 2024

Hertfordshire Mind Network
Watford Wellbeing Centre
501 St Albans Road
Watford
Hertfordshire
WD24 7RZ

02037 273600

info@hertfordshiremind.org
www.hertfordshiremind.org

Carers Service 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 www.hertfordshiremind.org/carers-service-coordinator-2/

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

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

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

Purpose of Post

Hertfordshire Mind Network (HMN) are aware of how many unpaid carers there are in Hertfordshire, who often do not recognise they are a carer. Unfortunately, a lot of the time these unpaid carers are overlooked, or are not aware of what support is out there. They could be caring for someone in their own home such as; a partner, child with additional needs, or providing care to family or friends outside the home.

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 unpaid carers across Hertfordshire. The Carers Service Coordinator is an integral role within HMN and to the future development of the service.

Using the ethos and values of peer support, the post holder will support unpaid 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 unpaid 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 unpaid carers

Key Accountabilities

- Recruit and support volunteers who will be trained to work with unpaid carers
- Coordinate the day to day running of the 1-1 peer support service for unpaid carers
- Manage referrals and waiting lists
- Carry a small caseload
- Carry out 1-1 assessments
- Allocate unpaid 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 the carers service
- 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 unpaid carers in the development of new groups/services
- Actively promote user involvement within the project and communicate regularly with unpaid 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 unpaid 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 unpaid 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

Please see next page for Person Specification

Person Specification	Essential/ Desirable
Clean Driving Licence and use of own car	E
Qualifications	
Educated to degree level or equivalent professional qualification	D
Experience	
You will need a personal understanding of being an unpaid 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
Skills and Abilities	
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



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