**Swansea Carers Centre**

**Job Description**

***Title*** Carers Connect Coordinator

***Location*** Swansea Carers’ Centre

104 Mansel Street, Swansea, SA1 5UE

***Hours*** 32 hrs per week. Some out of hours work may be required, for which time off in lieu will be given

Or 16hrs a week job share

***Salary*** £22,131.20 pro rata

***Contract: This post is funded until March 2022***

***Annual Leave*** 26 days pro rata and customary bank holidays

***Travel Expenses*** 45p per mile

***Reporting To*** Deputy Director

The post is subject to a probationary period of 6 months.

### Accountability

To the Executive Director and Board of Trustees of Swansea Carers’ Centre.

**Purpose of the Post**

To identify, plan and develop a co-ordinated programme of education and training opportunities for unpaid carers across the City & County of Swansea.

**Main Duties & Responsibilities**

* To develop, co-ordinate, implement and deliver a rolling programme of training and wellbeing opportunities for carers both online and face to face to help tackle issues around social isolation
* To promote and publicise the availability of training and courses ensuring that good quality information about the training is available and accessible, through a range of media, for carers and other people with whom they come into contact
* Consult carers to identify training and wellbeing needs
* To identify innovative ways of targeting opportunities to hard to reach carers
* To build on and further develop relationships with trainers to facilitate their involvement in the delivery of the programme
* To ensure all aspects of administration, co-ordination and preparation of

training and well-being events including venues, catering, external facilitators etc. are undertaken

* To ensure training facilities such as venues, trainers and training aids are organised well in advance, are of high quality and meet equality policies and objectives
* Managing a training budget and financial administration

**Working with Carers**

* To work in a non-discriminatory, culturally-sensitive manner which encourages all carers to access services provided by Swansea Carers’ Centre
* To respond sensitively to specific training needs, enquiries and/or requests from carers
* To ensure that carers are regularly and routinely consulted on all relevant aspects of the Mind, Body and Soul project
* To work with carers to assess and evaluate the effectiveness of the education and training programme
* To develop good working relationships with carers’ support groups across the local authority area.

**Liaison Duties**

* To promote the work of the project across the voluntary and statutory sectors
* To actively promote good working relationships with statutory and voluntary agencies with whom carers come into contact
* To represent Swansea Carers’ Centre at appropriate meetings, seminars and conferences.

**Good Practice, Monitoring & Reporting**

* To work within a quality assurance framework and to keep records and develop systems to monitor the quality of the programme
* To ensure the project is meeting agreed outcomes and milestones identified in the funding bid
* Collate information on attendance on Charitylog
* To prepare documents (reports/evaluation and statistical data) with accuracy
* To advise the Board of Trustees and the Director on issues affecting the project.
* To keep abreast of carers’ issues at all levels, local, regional and national and reflect these in the education and training programme.
* To develop and implement appropriate service plans for the project In conjunction with the Director
* To take part in team planning, monitoring and evaluation.

**General**

* To participate as a member of the staff team.
* To work at all times within the philosophy and policies of Swansea Carers’ Centre.
* To comply with the Health & Safety at Work Act 1974 and with Swansea Carers’ Centre policy, paying particular attention to the reporting of dangerous situations.
* To respect the personal choice and lifestyles of colleagues, carers and people with care needs, ensuring that Equal Opportunity and Diversity principles are applied at all times.
* To ensure confidentiality is maintained at all times.
* To comply with the Code of Conduct.
* To undertake any other duties that may be considered commensurate with the level of the post.

**Swansea Carers’ Centre**

**Carers Connect Coordinator**

**Person Specification**

### Essential Knowledge, Skills and Experience

* Educated to degree level or equivalent
* Experience of caring for and/or working with and supporting carers and their families
* Knowledge and understanding of the needs and issues faced by carers and former carers
* Experience of developing and delivering training and information sessions
* Experience of facilitating groups
* Able to research the training needs of carers
* Experience of partnership working with the ability to relate to and engage with a wide range of statutory and voluntary agencies.
* Able to communicate effectively, including listening, verbal, written and presentation skills
* Able to produce written reports, including the analysis of statistical information.
* A team player with a sense of humour
* Able to be self servicing with highly developed IT skills
* Commitment to equal opportunities and diversity.
* Personal qualities of warmth and sensitivity to carers and their needs

**Desirable**

* Knowledge and understanding of relevant legislation.
* Welsh speaking.