

## SOUTHMEAD DEVELOPMENT TRUST

### Job Description

**Post:** Care Connect Southmead Manager

**Job Purpose:** To develop and deliver a new Carer Introduction Service for Southmead Development Trust together with the Neighbours Connect Southmead project.

**Responsible to:** Health and Wellbeing Team Leader

**Salary:** £30,731 - £33,264

**Hours:** 37 hours a week, part time considered for the right candidate

We are developing a new, locally-focussed Carer Introduction Service, Care Connect Southmead, to better meet the needs of local people seeking care and support at home. Carer Introduction Services are a way of rapidly growing the capacity of a neighbourhood to better meet existing and emerging care and support needs, whilst also creating pathways to meaningful and local employment and professional development opportunities.

This role will act as the first point of contact for care seekers and care/support workers. The Care Connect Southmead service will be closely connected with the Neighbours Connect Southmead project, both under the Health & Wellbeing Team. The Care Connect Southmead Manager will work with the Neighbours Connect Co-ordinator to collaborate and develop synergy between the projects.

The development of Introduction Services is part of a larger, city-wide strategic approach to developing community-owned and led services that help to fill care gaps, relieve pressure on the regulated care market and create new, local employment opportunities. This role will work pro-actively with the partnership group to further this approach.



## Roles and Responsibilities:

### 1. Service Delivery and Development

- To develop and deliver the business plan for a Carer Introduction Service according to Southmead Development Trust's values, reviewing and setting priorities with the Health and Wellbeing Lead.
- To ensure the service is available for self-funders as well as via Personal Budgets and Individual Service Funds.
- To engage with residents who are seeking care/support workers or personal assistants, to assess and register them with the service and make appropriate matches with suitable workers / personal assistants.
- To target and recruit local residents who share the values of the service as self-employed care/support workers and personal assistants, including assessing applications, conducting interviews, following up references and arranging DBS checks.
- To use the Community Care Connect Toolkit, resources and platform to develop and deliver the service and to provide feedback and input to support system development.
- To be the organisation's expert in the online platform, attending trainings and development meetings as required.
- To provide the necessary supports to promote accessibility for all communities.
- To work with relevant specialist agencies such as Age UK, WECIL and BSWN to offer additional support for advocacy, support planning and safeguarding.
- To work towards the sustainability of Neighbours Connect Southmead, proactively working to link the two services up effectively, playing a management role if needed.

### 2. Communications and Stakeholder Engagement

- To develop and deliver a community engagement and communication plan with colleagues, to include for example a stakeholder advisory panel.
- To work with the communications team to proactively promote the service to residents, professionals, prospective carers and organisations within Southmead and surrounding areas in North Bristol including identification of potential referral and support organisations.
- To lead on the liaison with Make it Local service partners and to support the development of partnership goals.

### 3. Management, Administration and Financial Management

- To develop service systems and administrative routines, utilising the Care Connect platform and Toolkit, and developing offline systems as required.
- To work with the Southmead Development Trust Finance Manager to ensure the timely and accurate administration of finances and to manage the service budget.
- To complete weekly/monthly financial management tasks to support service delivery, to include, for example, invoicing of clients and paying of carers.
- To maintain and respond to up-to-date knowledge of the legal framework for Introductory Services according to CQC guidelines as well as best practice for self-employed and directly employed care/support workers.

#### **4. Reporting**

- To establish systems for monitoring the effectiveness, quality and safety of matches through client and worker feedback and reporting on progress against targets for the service, including for recruitment, matches made and care hours facilitated, as well as income generation targets.
- To seek feedback from all participants and partners on both the service progress, processes and outcomes to inform the project's development, to include, for example, wider community impact on un-met needs.
- To complete regular service reporting internally to the Health & Wellbeing Lead and other relevant teams as appropriate and prepare and present service reports for the Board

#### **5. General**

- To model and encourage our values of positivity, welcoming, entrepreneurialism, integrity and excellence, and fulfil the wider vision of the Southmead Development Trust.
- To work pro-actively as part of the Health & Wellbeing team and to maintain and promote the good reputation of Southmead Development Trust.
- To work according to Southmead Development Trust policies and values as described in the application pack.
- To promote excellent community relationships built upon trust, inclusion, engagement and striving for the improvement of opportunity for all in Southmead and North Bristol.
- Have a flexible approach to working which will include occasional evenings and weekends.
- Undertake any other additional tasks as reasonably deemed appropriate.

## Person Specification

Post Title: Care Connect Manager			
	ESSENTIAL	DESIRABLE	EVIDENCE
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Educated to a minimum of level 3 (e.g. A levels, NVQ3)</li> </ul>	<ul style="list-style-type: none"> <li>Relevant social care, Health or wellbeing related qualification</li> </ul>	Application Form
<b>Experience</b>	<ul style="list-style-type: none"> <li>At least 2 years' experience in a health and wellbeing role in a social care, public health or a voluntary and community context.</li> <li>Work based, or personal experience of the social care system.</li> <li>Two years' experience in using and developing Business administration systems</li> <li>At least 2 years' experience managing or coordinating a service in a related field.</li> <li>Experience of strengths based assessment and person centred support planning with vulnerable adults.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of partnership working with a variety of organisations.</li> <li>Experience of establishing a new service including monitoring systems.</li> </ul>	Application Form Interview

Post Title: Care Connect Manager			
	ESSENTIAL	DESIRABLE	EVIDENCE
<b>Specific Skills/ Knowledge</b>	<ul style="list-style-type: none"> <li>• Genuine passion, empathy and desire to support residents to lead healthier and happier lives and to motivate others to reach their potential.</li> <li>• Ability to listen, empathise with people and provide person-centred support in a non-judgemental way.</li> <li>• Ability to reach a wide range of communities, actively promote inclusive working and reduce barriers to access.</li> <li>• Confidence using web-based platforms and guiding those with less skill and experience in using them confidently.</li> <li>• Excellent written and verbal communication skills.</li> <li>• Ability to develop and maintain partnerships with a range of professionals and stakeholders, promoting collaborative working</li> <li>• Excellent IT skills, including word processing, spreadsheets, email, web research.</li> <li>• Ability to work independently and proactively on own initiative and to work flexibly and enthusiastically.</li> <li>• Understanding of health inequalities/social determinants of health.</li> <li>• Knowledge of and ability to work to policies and procedures, including confidentiality, safeguarding, lone working, information governance and health and safety.</li> </ul>	<ul style="list-style-type: none"> <li>• Up to date knowledge of self-employment and the framework around part time employment related to social benefits.</li> <li>• An understanding of health, social care and voluntary sector provision, the challenges currently faced and the issues affecting local communities.</li> <li>• Knowledge and understanding of the adult social care assessment processes and thresholds.</li> <li>• Knowledge of community development approaches.</li> </ul>	Interview
<b>Other</b>	<ul style="list-style-type: none"> <li>• Demonstrates personal accountability, emotional resilience and works well under pressure.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of North Bristol and the issues facing local residents, including</li> </ul>	Application Form Interview

<b>Post Title: Care Connect Manager</b>			
	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>EVIDENCE</b>
	<ul style="list-style-type: none"> <li>• A willingness to undertake any other duties commensurate with the post.</li> <li>• Willingness and ability to work outside normal office hours and across multiple sites.</li> </ul>	knowledge of VCSE and community services in the locality.	