

Carer Awareness/Voice Co-Ordinator

Title	Carer Awareness/Voice Co-Ordinator
Location:	Based in Swaffham with frequent travel around Norfolk and occasional travel to Cambridgeshire as required
Hours:	35 to include some evenings, weekend and occasional residential activity
Salary:	£19.5k-£25.5k
Accountable To:	Team Manager - Awareness

Overall Purpose of the role

As part of the newly commissioned young carers and families service in Norfolk, to work closely with all partner organisations, especially Carers Voice Norfolk & Waveney, to co-ordinate and deliver a range of carers voice and awareness-raising activity across Norfolk, with a particular focus on:

- Raising awareness about young carers and young adult carers amongst universal services (e.g. health, education)
- Supporting organisations to work to models of best practice regarding identification and support of carers
- Co-ordinating the carer voice work with young carers and young adult carers across Norfolk, to support them to have their voices heard, both internally within the commissioned young carers support service and also within Carers Voice Norfolk & Waveney structures and other external channels.
- Supporting Young Adult Carers to access Adult Carer Voice Opportunities.

Roles and Responsibilities

Key Accountabilities:

Carer Awareness

- Working with the Awareness team, and partner organisations, co-ordinate and deliver an extensive programme of carers awareness-raising work to professionals and young people in universal settings (e.g. education, health) to increase understanding of young carers and the issues that they face.
- Liaise closely with partner organisations in localities around carer awareness opportunities to ensure opportunities for duplication are reduced and that the awareness-raising programme is linked to need.
- Build the capacity of health organisations, education providers and other community stakeholders to pro-actively identify and support Young Carers and other family carers, helping them to work to models of best practice.
- Attend key stakeholder events to raise awareness of carers and the support available from the new service, Carers Trust CPN and partner organisations.
- Work with the wider Awareness Team to support young carers and young adult carers to have their voices heard on a locality, county and national level, including but not exclusively, supporting young carers and young adult carers to take a lead role in the design and delivery of carer awareness events.
- Regularly update all Carers Awareness materials, taking into account organisational, local and national changes and trends.
- Progressing key strategic opportunities for awareness-raising opportunities across Norfolk.

Carer Voice

- Work closely with other partner organisations, particularly Carers Voice Norfolk & Waveney (CVNW) to develop mechanisms for the voice of young adult carers to feed into existing Carer Voice channels, including CVNW locality and county meetings, working to models of co-production where possible.
- Encourage and support young adult carers to join Carers Voice Norfolk & Waveney and to access other carer voice opportunities.
- Encourage and support young carers to join Norfolk Young Carers Forum as well as other young people's voice/participation opportunities in Norfolk
- Work closely with partner locality organisations and Carers Matter Norfolk as the lead partner to develop and co-ordinate a mechanism for young carers to help shape the delivery and review of the commissioned service.
- Represent the voices of family carers at multi-agency and partner meetings/events, promoting the needs of carers and the support offered by both Carers Trust CPN and partner organisations
- Ensure that there is equity of access/provision (aligned with need) for carer voice activity.

Partnership Working

- Work in partnership with carers and ensure carers' needs/views are listened to and taken into account in the development and provision of services recognising carers as expert partners and ensuring that the support provided is unique to each individual.
- Proactively seek opportunities to work in partnership with other voluntary and independent organisations, community groups and statutory providers to promote opportunities for the carers' voice to be heard and listened to, in order to develop and support activities for family carers in their communities to meet the local need, including family carers who live in rural areas.
- Develop and maintain effective relationships within education, health services and the business community, developing support and giving information to both staff, carers and the wider community
- Attend regular young carers contract service team meetings (e.g. with Carer Connectors) and link in closely with the Advice Line, Carer Connectors and Locality Partner staff and Carers Voice Norfolk & Waveney.

Training & Development

- Working with colleagues within Carers Trust CPN and other partner organisations, train young people, volunteers and staff colleagues to help support the consistent delivery of awareness sessions
- To develop modules for the organisation around the delivery of awareness

General

- Ensure that all carers' voice activity is delivered in line with contractual/grant requirements, standards and service KPIs and completing required recording.
- Ensure all carers' voice activity is within approved budget and any over/under-spend is communicated so that the budget is achieved.
- Adhere to Carers Trust CPN policies and procedures and ensuring that all carers voice activity is safe and compliant with any regulatory standards.
- Identify and attend regular continuous personal development (CPD) opportunities that assist in the delivery of the awareness programme.
- Undertake specific administrative duties, including team working as required.
- Keep own knowledge and skills up-to-date
- To adopt and demonstrate equal opportunity principles ensuring that confidentiality is respected at all times.
- To work in a flexible manner and undertake additional responsibilities as designated by your manager/s and commensurate with the position.