



Connected Together
First for Community Engagement



Carers' Voice Coordinator and Project Support Officer – Job description and person specification

Responsible to: CEO Connected Together CIC

Accountable to: Chair of Carers' Voice and CEO of Northamptonshire Carers

Main functions of the post:

To support the Carers' Voice volunteers to:

- Gather the views and experiences of adults, children, young people and families who are caring, or have cared for someone in the past
- Support, update and implement projects and their plans
- Develop and distribute surveys, questionnaires, etc. and input and analyse data and write the reports
- General administration and meetings support, e.g. writing minutes
- Develop communications, e.g. a newsletter, social media, web pages, etc.
- Develop marketing and branding of Carers' Voice
- Expand the Carers' Voice volunteer base and attend outreach events as required

Principal duties and responsibilities of the post

- 1) To support all aspects of Carers' Voice project work
- 2) To be the first point of contact for members of the public, patients, service users, carers and local organisations who require information
- 3) To support the planning and activities of Carers' Voice
- 4) Provide ongoing support for volunteers who are involved with the information and outreach activities of Carers' Voice

General duties and responsibilities of post holder:

- With other team members, work with other agencies to promote the focus on equalities and inclusion in health and social care with particular emphasis on the needs and contributions of Carers
- Organise and facilitate meetings and events on behalf of Carers' Voice
- Take an active interest in ensuring Carers' Voice operates effectively, according to best practice
- Work to maintain and achieve high standards and understand the importance of time management and meeting deadlines
- Help to ensure that Carers' Voice embraces diversity, challenges discrimination, and reflects the communities of Northamptonshire
- Be responsible and accountable for ensuring all employment legislative requirements are adhered to including equality and diversity and health and safety issues
- Support other CTCIC projects with data analysis and report writing
- Undertake other responsibilities and tasks as reasonably requested by the CTCIC CEO and/or Carers' Voice Chair

NB. 'Carers' refers to unpaid 'voluntary carers', not paid care workers.

Person Specification:

Attributes	Criteria	Essential	Desirable	Assessment Methods:
Qualifications	Educated to A-level or equivalent		X	Application form
Skills, Knowledge and Experience	Good understanding of the health and social care system in England and the policy context and issues experienced by carers		X	Application form and interview including presentation
	Good understanding of the policy context for children and young people		X	
	Experience of working with adults or children and young people		X	
	Experience of community engagement and understanding of patient, user and carer involvement techniques	X		
	Experience of working with patients, service users, and/or carers	X		
	Experience of working with volunteers	X		
	Experience of working with a diversity of people – such as people with mental health needs and people with learning disabilities		X	
	Excellent IT skills including social media and PowerPoint	X		
	Ability to deliver high quality work to tight deadlines	X		
	Excellent communications skills – written and verbal. Ability to convey complex information in a straightforward and accessible format.	X		
Knowledge of Northamptonshire Carers, Healthwatch and previous Patient and Public Involvement structures		X		
Personal Qualities	Excellent team player	X		Application form and interview including
	Commitment to diversity and equality	X		

	Empathic, patient and sensitive – a good listener	X		presentation
	Able to work calmly under pressure	X		
	Able to work occasional evenings and weekends when the need arises	X		
	Own transport and preparedness to travel throughout the county	X		