

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title	Voice & Activities Coordinator - Young Carers
Contract	Permanent, Part time (20 hours per week)
Salary	£28,095 FTE (£15,186 pro rata)
Location	<p>Hybrid working from the Hertford office</p> <p>Hertford office - 119 Fore Street, Hertford, SG14 1AX</p> <p>We work in the community with unpaid family carers so you will also be required to work from any of the following locations:</p> <ul style="list-style-type: none"> • In the community • At your home • At any Carers in Hertfordshire listed 'touch down' stations. <p>The organisation may open new locations from which you may also be expected to work if these are within a 20mile radius of the Headquarters.</p> <p>The specific detail of how much time is spent at each location will be agreed with your line manager as required.</p>
Reporting To	TBC initially Health and Wellbeing manager.

The Role:

Caring at any age can be isolating and have a negative impact on health and wellbeing, our aim is to ensure that young carers have the opportunity to shape services that affect them and their families and can meet other young carers to have fun away from caring. This role requires you to work with young carers and their families to design and deliver a range of high-quality, co-produced services and resources. You'll help ensure communications are young-carer friendly, and that young carers and their families feel empowered and informed.

You should have experience of working with children and young people and their families and take an evidence-based approach to making lasting improvement. You will need to plan your own workload effectively and produce clear reports that monitor and evaluate effectiveness of the work against clear goals and outcomes.

Main duties:

In this role, you'll be at the heart of transforming support for young carers and their families. You'll design and deliver innovative ways to reach and involve more young carers - think creative initiatives that can demonstrate they make a real difference.

- **Communications with Young Carers and their families:** Support the production of engaging communications that speak directly to young carers - relevant, inspiring, and supportive content that keeps them connected.
- **Drive Engagement:** Work collaboratively with young carers to sustain active groups and support engaging meetings that turn their ideas into real improvements.
- **Peer Support:** Support the development of opportunities for peer support that are fun, promote aspiration and key transitions for young carers.

- **Show Impact:** Analyse data, report outcomes for funders, ensure activities and communication reflects young carers' voices and priorities.

Whilst the information above gives you the key tasks we offer full training and are focussed on the values and skills below so please use the information below to guide what kind of evidence you use to show your suitability for the post.

- Excellent interpersonal skills, including good listening skills. The ability to influence and motivate people with enthusiasm and a positive outgoing attitude.
- Experience of self-help approaches and of helping people to take power in their lives.
- A strong understanding of safeguarding principles and procedures including when applied to e technology.
- Excellent communication, relationship building and networking skills.
- Able to speak confidently publicly and in meetings with impact.
- Ability to plan own workload effectively. Monitoring and evaluating effectiveness of work against clear goals and outcomes for funders and other stakeholders.
- Effective administrative skills and a good standard of IT skills including MS Office and the internet. Previous experience with databases would be welcome.
- Sound numeracy skills.
- Ability to travel independently across Hertfordshire and provide a roadworthy vehicle suitably insured for business purposes. Mileage allowance is payable in accordance with *Carers in Hertfordshire* policy.

Equalities Statement

Carers in Hertfordshire is a flexible employer, committed to openness and equality of opportunity in every activity, from the way we recruit and promote employees to the way we deliver our services. It is a core responsibility of members, employees, and volunteers of the charity to ensure that every individual we come into contact with, is treated with dignity and respect. We want our organisation to reflect the diversity of the population we serve, and we welcome applications from people from all backgrounds and diversities.

Mission statement - Vision for the future

Carers in Hertfordshire is concerned first and foremost to support the carer, whatever the caring circumstances or the condition of the person receiving care.

We aim to ensure that all carers in Hertfordshire are recognised and valued; are informed and supported in their caring role; have an opportunity for a life outside caring; can exercise a collective voice; and can be involved in consultation and planning to ensure high quality support services for themselves and the people they care for.

HEALTH AND SAFETY

The post holder is expected while at work, to take reasonable care for the Health and Safety of themselves and other colleagues who may be affected by their acts or omissions at work.