

## Job Description

<b>Title:</b>	Communities Outreach Manager
<b>Hours:</b>	30 or 37.5 per week
<b>Office Base:</b>	Carers Plus Yorkshire, Snainton
<b>Accountable to:</b>	Chief Executive Officer
<b>Line Management:</b>	Chief Executive Officer
<b>Contract:</b>	Fixed-term 3 years in the first instance

### Job Summary:

The Communities Outreach Manager will undertake to manage a wide range of Community Services currently within Carer Plus Yorkshire's portfolio. This currently includes:

- Wellbeing and Prevention Service (Our Neighbourhood)
- Employability and Training programme
- Micro Providers @ Home service
- NHS Volunteering

The postholder will be responsible for the successful implementation, management, delivery, evaluation and development of the community services.

In addition, the postholder will work with the Management Team to identify and apply for relevant funding to secure new opportunities to further consolidate and/or develop our Community Services area of work in line with our charitable objectives.

He/She will be:

- Have experience of Community Development and able to think creatively and be solution focused.
- Able and prepared to support the team with delivery if needed, covering for staff absences and/or pressure points within the services.
- Provide line management and support to the Communities Team Leader, working closely to provide a cohesive, innovative and forward-thinking service, and helping as required to cover TL leave etc.
- Proactive in their approach to developing the service; enthusiastic and forward thinking with ideas to reach more people within local communities.
- A creative and progressive manager, able to work under pressure and at pace, who will engage and empower the team to thrive and achieve CPY outcomes.
- Well-rounded and an excellent communicator, with a good sense of humour, empathy and a passion for driving CPY forward.
- Supporting the Management Team to write funding applications relevant to enhancing the Communities portfolio.

- Proactive in building and maintaining relationships with partners and potential partners, groups and organisations including businesses to further the community work and portfolio to the benefit of local residents and clients.

### **Key Duties:**

#### **Management:**

- To maintain our expanding portfolio of outreach community work – including the oversight of all outreach destinations (rented, leased or offered in partnership), including their effective timetabling, staffing and successful outcomes.
- To assume delegated responsibility for specific community-based projects/contracts
- To help the CEO develop and maintain external relationships with funders and commissioners, specific to CPY community's portfolio and offer; taking a lead on specific relationship management to aid direct delivery and practical collaborations.
- To set workplans for all services/projects - including tasks, targets, activity budget and objectives to achieve project outcomes. Feeding back to MT on progress.
- To ensure that services are delivered and monitored in line with contracts and funders requirements; leading by example and supporting the operational implementations as appropriate.
- To ensure staff have an awareness and adhere to Lone working CPY policies and procedures (at home and in the office); managing an effective buddy system.
- To support the CEO in Commissioner/contract meetings and draft required monitoring returns for all services within your brief
- To help identify gaps in provision. With gaps in mind, work with the Business Development & Funding Manager to support the writing of funding bids (and their subsequent reporting requirements when successful)
- To support the Quality Assurance Lead in guaranteeing quality systems are implemented, monitored, reviewed and evaluated regularly.
- To streamline work practices and provide staff with written guidance and tools to implement new work practices, with support from Quality Assurance Lead
- To ensure an overall understanding of financial budgets, relating to projects and services being delivered by CPY, working with the Finance Manager and CEO
- Working with the Management Team and Quality Assurance Lead to ensure all project staff are inducted and trained to the highest standard required by CPY
- Direct supervision of the Communities Team Leader and some delegated staff team
- To work within all CPY policies and procedures and to support staff (and volunteers) to do the same.
- To quality assure all data records held within our client management system to aid with staff supervision and reporting
- To ensure the impact of service on our clients is measured effectively and monitored as part of service improvement; producing regular reports on the progress of work for colleagues, the Board of Trustees and external funders.

#### **Client:**

- To oversee and support the Team Leader with the effective referral, allocation and triage systems for each service
- To keep up to date with information on the landscape of community services, opportunities and needs relevant to the organisation
- To work in partnership with a wide range of sector colleagues including those from Health, Statutory and VCSE organisations to best offer sustainable ways of supporting all clients
- To be clear about the themes, trends and general gaps in service provision shared by clients of all ages
- To be clear about the client pathway/s and ensure that there is consistent, equality and fairness to delivery of all services
- To ensure we are appropriately supporting all volunteers from recruitment through to deployment and supervision thereafter.

## **Training**

- To ensure all new staff are fully and appropriately inducted, completing their probationary period and all appropriate support and training (with support from Quality Assurance Lead)
- To work with the Management Team to develop and deliver community and volunteer awareness training to other agencies and professionals locally
- To work alongside the Management Team to support and empower all clients to share their expertise and have a voice with health and social care professionals, policy makers and through the social media.
- To identify skill-gaps within the team and develop ways of reducing these gaps through internal/external training opportunities.

## **General Duties:**

1. To maintain strict confidentiality over personal information relating to individuals, being GDPR compliant
2. To comply with Carers Plus Yorkshire's policies and procedures and maintain the standards and code of conduct required and expected by the organisation.
3. To understand and comply with CPY Safeguarding Policies and Procedures and undertake training as required for your role.
4. To maintain monitoring and recording systems, using Charitylog data base (training given)
5. To assist in maintaining an accurate and comprehensive information resource which is accessible to staff, carers and other agencies.
6. To support the work of individual CPY volunteers as required and requested.
7. To advise Carers Plus Yorkshire of ways to improve its own service and other services for local carers, using knowledge and experience gained from carers themselves, and to record unmet need.
8. To identify and agree with his/her Line Manager his/her own training and development needs and seek ways to address them.
9. To prepare for, attend and contribute to regular one-to-one supervision sessions and team meetings.
10. Be an active participant in Management meetings and staff Team Meetings.
11. To provide appropriate cover for staff absences.
12. To represent Carers Plus Yorkshire at a local or regional level when required.
13. To work with the whole team to support promotion of CPY services and to undertake any tasks required to raise awareness of the services offered.
14. To take responsibility for specific pieces of 'project' work in line with agreed project work plans and in agreement with the Chief Executive Officer.
15. Any other duties as required to support the organisational priorities and Business Plan, in agreement with Chief Executive Officer.
16. To be flexible with contracted hours as required by carers and Carers Plus Yorkshire and in agreement with Line Manager.

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**This Job Description is not meant to be exhaustive and the organisation reserves the right to require the job holder to be flexible and perform duties other than those listed according to the changing requirements of the organisation.**

**This job description may be reviewed in consultation with the postholder from time to time.**

**May 2023**