



Job title: Head of Development

Reporting to: CEO

Work base: Sanford House, Sanford Street, Swindon, SN1 1HE

Hours of work: 37 per week

Job purpose: To lead on ensuring Carers' Voice is prevalent throughout our service and informs health and social care developments more widely too. To lead on SCC outreach/community engagement and community fundraising. To work with the CEO on developing new business collaborations / partnerships and lead on constructing robust and successful business proposals that help to secure new funding and establish longer term relationships. To support on delivery of key events to promote Carers' issues.

Direct reports: 2 x Grants and Impact Officers

General Responsibilities

- Lead on carer involvement throughout the organisation to ensure carers, irrespective of their individual circumstances and impact of their caring role, can be involved in influencing service development at all levels
- Work with leads of internal and external Carer Forums to ensure Carer Voice is front and centre of what we do
- Build connections with health, social care and community leaders, community organisations and unpaid carers across Swindon, to help inform our approach and identify how we could work with them better and support them more effectively
- Work with all Service delivery teams to allow carers of all ages to access carer conversations for assessment, support, and signposting in an individualised strength-based way
- Lead on SCC's Community Engagement and Outreach Programme, ensuring we are known, recognised and approachable by those who live and work in Swindon
- Champion the inclusion of all under-represented carer groups within Swindon Carers Centre and work with the Community Engagement Officer to maximise opportunities for connections
- Be a brand ambassador and help maintain and build SCC's reputation
- Keep informed of new developments and legislation affecting carers

Specific Tasks

- Create a systematic, process-driven approach to delivery of partner outreach and relationship management
- Identify new employers who would like to implement the Swindon Employers Care standards and work with them to achieve the full award
- Have a commitment to strength-based working at place and community led support
- Develop Community Fundraising opportunities, working alongside the Communications team
- Work with the Communications team to effectively market SCC events and provide content for social media and ensure communications support for events and activities is available

- Contribute to production of regular monitoring reports and other ad hoc centre information/data requirements
- Assist in identifying gaps in service provision and, in conjunction with the CEO and Heads of Service Delivery, plan and develop work to respond to these where appropriate, including working in partnership with other agencies
- Represent Swindon Carers Centre and bring the voice of carers to relevant Integrated Care System (BSW ICB) and Integrated Care Alliance (Swindon ICA) meetings and other meetings as appropriate (including but not limited to) NHS England, Carers Trust, Carers UK, and Swindon Safeguarding Partnership

Relationships

- To work collaboratively with all Swindon Carers Centre staff, trustees, volunteers, students, and external stakeholders, exchanging professional knowledge, experience, mutual support, and service development.
- Build and develop a diverse network of community contacts, including but not limited to Integrated Care Alliance and Integrated Care Board partners, Parish Councils, Employers, Schools, funders, Community Groups, other charities and health and social care providers

Other

- To assist with the induction of new staff, volunteers, and student placements
- To contribute to promotion of Swindon Carers Centre activities and campaigns
- To attend meetings, conferences, and training relevant to the role as required and appropriate
- To keep informed of new developments and legislation affecting carers
- To role model the Swindon Carers Centre Behaviours Framework at all times
- To recognise, support, and embrace the Mission and Values of Swindon Carers Centre
- To have a commitment to your own personal development, a willingness to participate in individual supervision, and to undertake relevant training opportunities

Special Conditions

- Swindon Carers Centre is committed to safeguarding and promoting the welfare of children and adults with care and support needs and expects all staff and volunteers to share this commitment
- Team working is essential to the smooth running of the organisation. It is the nature of the work that at times, responsibilities and tasks may be unpredictable and varied. Where the occasion arises, staff are expected to work in a flexible way. Any additional duties will normally be compatible with regular working and the need to provide service continuity. If the additional responsibility or task becomes a regular or frequent part of the employee's activities, it will be reviewed to assess whether it should be included in the job description in consultation with the employee
- A driving license and access to a vehicle, insured for business use, is required for this post
- Flexible working hours including some evenings and weekends may be required
- Due to the nature of our work with vulnerable individuals a Basic Disclosure and Barring Service (DBS) is required for this post
- All staff are expected to:
 - prepare for and participate in regular supervision sessions and the annual appraisal process as part of their performance management, and to support further personal development and training opportunities
 - carry out their duties and responsibilities with due regard to the policies and procedures of Swindon Carers Centre

Person Specification

Qualifications / Education / Training	Essential/ Desirable
High standard of written and spoken English (GCSE or equivalent)	E
Numerically competent and used to dealing with figures (GCSE or equivalent)	D
Computer literate and confident in using Microsoft Office including e-mail, internet, and databases	E
Knowledge, skills, and experience	Essential/ Desirable
Personal or professional experience and understanding of the challenges and barriers faced by carers	E
Relevant experience of community engagement	E
Ability to work creatively and on own initiative to achieve outcomes	E
Ability to forge effective relationships internally and externally	E
Ability to work inclusively with people from different cultures and backgrounds	E
Ability to deal with change and competing priorities and be positive, adaptable and solution focused	E
Demonstrate patience, empathy, trust, and respect for carers and have an understanding and commitment to equal opportunities for them	E
Experience of organising and leading events and group activities	E
Experience of managing/supervising and training others	E
Excellent communication skills, over the telephone, in writing, face-to-face and presenting	E
Confident networker with the persistence to strive for improving support to all carers	E
Ability to organise and prioritise own workload and manage time effectively and efficiently	E
An understanding of the importance of confidentiality, Data Protection, and information sharing	E
Experience of report writing monitoring and evaluation	E
Knowledge and understanding of local services and organisations (statutory and voluntary,) and referral processes, relevant to carer circumstances	E
Experience in working with health/social care/voluntary sector	E
Clear understanding of Local Safeguarding processes including the Safeguarding thresholds	E
Personal Qualities/ Attributes	Essential/ Desirable
Commitment to and interest in the work of Swindon Carers Centre and to continuous service improvement	E
Person centered approach to carers with understanding and appreciation of their individual needs	E
A positive and flexible /adaptable approach to working practices across the organisation in line with contractual obligations	E
Recognition of the importance of professional boundaries with carers	E
Role model aspirational behaviours as outlined in the SCC Behaviours Framework	E