

# **Saltbox**

## **Job Description**

Job Title:	CareLink Manager
Based at:	Adelaide House, Burslem
Hours:	28 – 35 hours
Salary:	£25,000 – (pro-rata)
Contract:	12 Months Fixed Term, Subject to 6-month probationary review
Responsible to:	The Restart Director
Responsible for:	Managing the Saltbox's CareLink Service for those who are elderly, vulnerable, frail, disabled or isolated and developing in accordance with identified need.

### **Summary of Duties**

1. Day to day supervision of the CareLink Team ensuring a high quality service delivery
2. To manage and develop the provision of this Older People's Service
3. To work in partnership, maintaining an understanding of local and national issues, policies and services pertinent to older people
4. To monitor and evaluate the needs of service users where appropriate

### **Main Duties**

1. To be responsible for the day to day supervision of the team, including workload management, monthly supervisions and annual appraisals
2. To manage staff and volunteers who work within the CareLink service
3. To undertake some home visits to clients and prospective clients
4. To provide guidance and support to the team to assist with personal development and the development of the service
5. To manage and co-ordinate client's referrals/visits, being part of the team carrying out client visits, and on a rota basis with the CareLink team providing on call cover during bank holidays
6. To encourage older people to fully participate in their communities, influencing local policy and decision-making
7. To monitor and evaluate the effectiveness of the service against targets and outcomes of all individual funders, making recommendations for improvements where necessary
8. To monitor budgets against scheduled spend
9. To work in partnerships to understand, develop and implement strategies which are pertinent to older people, enabling and developing engagement and participation
10. To work in partnerships to raise and maintain awareness of our older people's services
11. To maintain an awareness of local and national older people's issues, policies and services
12. To monitor budgets against scheduled spend

13. To continue to develop links with associated partners to ensure the delivery of the service is of a high quality, providing feedback to the Director on any matters pertinent to the organisation
14. To have a working knowledge of strategic priorities, specifically around the community engagement and empowerment
15. To adhere to the policies and procedure as specified by the Saltbox Trustees
16. To undertake such other duties as may be required by the Management and Trustees which are commensurate with the position
17. To support Saltbox Bid Writer to obtain funding for future sustainability of the service

### **General Duties**

- To maintain up to date resources, particularly relevant to funding, governance, training and finance
- To be responsible for the updating of the manual and electronic organisational monitoring information as required by individual funders
- To be responsible for monitoring on an ongoing basis, the delivery of the service
- To be responsible for written reports as required
- To be responsible for carrying out periodic reviews of outcomes and client satisfaction surveys and take appropriate action to improve Saltbox service
- To investigate and report ways in which the service could be developed and/or improved
- To ensure that records are accurately maintained so that appropriate reports can be produced
- To undertake any other duties as prescribed by the Senior Management Team
- To have a collaborative and flexible approach to work undertaken by Saltbox
- To undertake such duties that may be required by the Management and Trustees which are commensurate with the position
- To work within the organisational boundaries
- To maintain an up to date knowledge of the third sector

# Saltbox Christian Centre

## Personal Specification CareLink Manager

Requirements		Essential	Desirable
<b>Skills / Experience / Knowledge</b>	The ability to initiate and sustain new ideas and methods of working	√	
	Experience in working with older people and an understanding of the challenges that they face	√	
	Leadership skills and practical experience of leading a team of staff and volunteers	√	
	Able to demonstrate good, sympathetic person management skills	√	
	Developed networking, motivational and interpersonal skills	√	
	Developed organisational, administrative and monitoring skills, accuracy and attention to detail	√	
	Excellent written and oral communications skills	√	
	Experience of maintaining related ongoing administrative records, providing statistical information, including keeping audit trails as necessary	√	
	A knowledge of the various agencies and partnerships which work with older people	√	
	Experience of formulating strategy		√
	IT Skills: word processing, spreadsheets, database, etc	√	
<b>Personal Qualities</b>	Sensitive to, and able to respond appropriately to the needs of older people	√	
	Ability to manage and effectively prioritise a varied workload, work under pressure to deadlines	√	
	To be able to respond appropriately to emergency situations	√	
	Ability to motivate others, inspire change and encourage and facilitate participation and engagement	√	
	Ability to be self-motivated, with good organisational skills	√	
	Willingness to work flexibly within a developing environment with a 'can do attitude'	√	
	Ability to work alone and as part of a team, using your own initiative	√	
	Demonstrate understanding of enthusiasm to help build and be part of a growing organisation		
Ability to drive with own transport	√		