



Young Carers Development Trust

## JOB DESCRIPTION

|                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
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| <b>POSITION:</b>             | YCDT Service Lead for Wiltshire                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>SALARY:</b>               | £28,000 to 30,000 pro rata                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>CONTRACT:</b>             | Permanent                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>HOURS:</b>                | 22.5 hours per week, including some evenings                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>LOCATION:</b>             | <p>0.6 fte (22.5 hours per week)<br/>Hours will include after school hours for meetings with Young Carers and their families; plus evenings for meetings with volunteers.</p> <p>The successful applicant would ideally need to live within Wiltshire as the role is hybrid - home working and community based in Wiltshire.</p>                                                                                                                                                                                             |
| <b>MAIN RESPONSIBILITIES</b> | <ul style="list-style-type: none"><li>• Service delivery lead in Wiltshire of all YCDT programmes</li><li>• Volunteer recruitment, training, management and supervision</li><li>• Supporting young carers to achieve their educational potential</li><li>• Monitoring and evaluation</li><li>• Organising 1-2 events per annum for young carers and volunteers</li><li>• In addition to the main operating area of Wiltshire, the role will, at times, include supporting across all areas in which YCDT operates.</li></ul> |
| <b>HOLIDAY:</b>              | 37 days inc Bank Holidays pro rata (22.5 days)                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>PENSION:</b>              | YCDT will make a 4% contribution if you enrol into the NEST pension                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>RESPONSIBLE TO:</b>       | YCDT Service Manager                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>TIMELINE:</b>             | Closing date 20 August. We will interview on a rolling basis. We can be flexible to fit it with holiday commitments.                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>HOW TO APPLY:</b>         | <p>Please complete the application form and included supporting statement of no more than 2 sides of A4 addressing the Person Specification, and the Additional Information form, and send to both <a href="mailto:georgiap@ycdt.org.uk">georgiap@ycdt.org.uk</a> and <a href="mailto:karend@ycdt.org.uk">karend@ycdt.org.uk</a></p> <p>For more information or informal questions please contact YCDT's current Service Manager Georgia Prentice, <a href="mailto:georgiap@ycdt.org.uk">georgiap@ycdt.org.uk</a></p>        |

## **About this role**

YCDT is seeking an experienced individual to support the development of our service delivery within the Wiltshire area, a new role to increase our capacity within this locality. You will report to our Service Manager, Georgia. You will be one of seven members of staff working alongside a team of dedicated volunteers. Being part of a small team, you will get the opportunity to contribute ideas and help shape YCDT as we grow and are supporting more young carers than ever before.

Our vision is for all young carers to flourish. We support Young Carers through long-term mentoring, group programmes, and our annual Aspirations Conference – helping them succeed in education, grow in confidence, and unlock opportunities for their future. We are recruiting a Service Lead to support our programmes in Wiltshire, taking the lead on the support for our young carers, volunteer mentors and partner schools in this area.

Across all of our programmes, you will be delivering a tailored approach to supporting young carers aged 15 to 19 years old, in accessing the support they need to succeed in their education. We are looking for an outstanding candidate who is passionate about supporting young carers to reach their full potential. We do not expect you to have direct experience of mentoring or working with young carers but we do expect you to have empathy, good listening skills and a strong knowledge of the needs and common challenges of young people aged 14-19 with a passion to make a real difference in their lives.

You will be responsible for building and maintaining strong partnerships with community organisations (including schools) and to generate and maintain steady referrals to the programmes. You will be required to assess young carers' needs and in conjunction with the Service Manager and Group Mentoring Lead, deliver one-to-one and group support to young carers, carefully monitoring their progress. Further to this, you will be responsible for responding to safeguarding concerns and maintaining strong professional boundaries.

Our long-term support is tailored, long-term support and guidance that grows with the young person, adapting to their changing needs over several years. You will be required to evaluate the progress of individuals, keeping databases up to date and maintain accurate reporting.

We welcome and encourage applications from people of all backgrounds, particularly those with a lived experience of having caring responsibilities. If you think you have the skills and experience to be one of our new Mentoring Projects Officers, we would love to hear from you.

## **Main duties and responsibilities**

### ***Young Carer assessments and support***

- Identifying appropriate referrals, liaising with the referral agency and young carer's family and matching them with a suitable Development Mentor (DM), including completing home visits.
- Supporting the development of a productive and healthy mentoring relationship between the DM and young carer that is strengths-based and orientated around the young carer's needs, interests, and ambitions.

- Liaising and networking with other organisations to implement an effective support and development plan that will help the young carer reach their potential.
- Networking with Young Carers referral agencies, and schools, including providing regular updates on the young carers referred.
- Gather feedback from young people, families and existing relationships, to inform design and delivery moving forward.

### *Coordination of volunteers*

- Recruiting volunteers in line with YCDT's Safer Recruitment policy. This includes induction and ongoing training and development.
- Maintaining an ongoing positive, supportive relationship with DMs.
- Supporting DMs to build and implement young carer support plans with the aim of supporting their young carer to reach their potential.
- Supporting DMs to identify and report any concerns including safeguarding concerns.
- Carrying out regular supervision sessions with new DMs and thereafter, regular supervision hubs with DMs
- Running group support sessions for DMs
- In partnership with the Group Mentoring Lead, supporting volunteers working within schools to support the Group Mentoring Programme.

### *Group Mentoring Programme*

In partnership with the Group Mentoring Lead, support delivery of school programmes in Wiltshire and Swindon schools.

- To carry out thorough and appropriate assessments of young carers referred to YCDT to understand their support needs to provide appropriate mentoring.
- To build trusted relationships with the young carers so that they are confident and comfortable they can inform you of any problems arising within the mentoring sessions and enabling you to effectively track their progress.
- To provide one-to-one mentoring sessions for each mentee as required.
- To deliver group work sessions for each mentee within an identified school or area.
- To have a clear 'future' exit plan upon completing the programme to identify continued community support for each participant.

### *Monitoring and evaluation*

- To ensure our CRM is up to date and has accurate information, including updating case notes and safeguarding concerns in a timely manner.
- To implement robust evaluation to measure outcomes for each young carer across the programmes.
- To monitor and evaluate the service, including gathering and uploading data from evaluation forms and surveys.
- To attend regular supervisory sessions with the Service Manager and produce verbal/written reports on the programme as appropriate.

- To contribute towards case studies, impact data and reports for our funders.

#### *Outreach and events*

- Forming and maintaining relationships with organisations/institutions that will support YCDT's mission (e.g. universities, schools, widening participation programmes etc)
- Work with the wider team for events including those for young carers, mentors and outreach events - including social events, fundraisers and opportunities for young carers and/or mentors
- Contribute to the planning and delivery of the Aspirations Conference.

#### *Other duties*

- To have full knowledge of Safeguarding practices for YCDT and all partnership agencies and schools, and that practices are followed fully and within timescale.
- To process all expenses, invoices and receipts in line with financial management systems and adhere to budgets in line with funding requirements and produce a monthly report.
- To act at all times in compliance with all policies and procedures of YCDT and ensure systems are managed in line with GDPR.
- To undertake training relevant to the job in order to keep up to date with issues relevant to providing good service for young carers and our partners.
- To undertake any other appropriate duties relevant to the post.

#### *Person Specification*

| <i><b>Skills and Experience</b></i>                                                    | <i><b>Essential / Desirable</b></i> |
|----------------------------------------------------------------------------------------|-------------------------------------|
| <i><b>Working with young people</b></i>                                                |                                     |
| Experience of supporting young people's education and personal development             | <i>E</i>                            |
| Experience of mentoring and/or working in the education system                         | <i>D</i>                            |
| Experience of supporting young people with mental health issues                        | <i>D</i>                            |
| Experience of delivering group sessions                                                | <i>D</i>                            |
| <i><b>Driving Licence, Communication skills, training and outreach</b></i>             |                                     |
| Strong communication skills including listening skills and empathy                     | <i>E</i>                            |
| Excellent IT skills, the ability to use spreadsheets, databases and emails effectively | <i>E</i>                            |
| Full driving licence and own transport and willing to travel across the region         | <i>E</i>                            |
| Confident speaking to professionals and ability to promote service                     | <i>E</i>                            |
| <i><b>Programme Delivery</b></i>                                                       |                                     |
| Excellent programme delivery, planning and coordination experience                     | <i>E</i>                            |
| Experience of monitoring and evaluating programmes effectively                         | <i>D</i>                            |
| Highly competent in prioritising workloads, with strong organisational skills          | <i>E</i>                            |
| Experience and knowledge of supervising volunteers                                     | <i>E</i>                            |
| <i><b>Knowledge</b></i>                                                                |                                     |
| Good knowledge of the education system and accessing educational opportunities         | <i>D</i>                            |
| Knowledge and understanding of the issues faced by young carers                        | <i>D</i>                            |
| Knowledge of local support organisations and potential referral partners               | <i>D</i>                            |

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|--------------------------------------------------------------------------------|----------|
| Good knowledge of safeguarding practices                                       | <i>E</i> |
| <b>Personal attributes</b>                                                     |          |
| Ability to work within a team as well as independently                         | <i>E</i> |
| Committed to YCDT's mission, vision and values                                 | <i>E</i> |
| Sound judgement, able to overcome challenges in a calm and professional manner | <i>E</i> |
| Highly motivated with energy and determination to achieve great results        | <i>E</i> |
| Trustworthy, non-judgmental, caring, proactive, self-motivated and hardworking | <i>E</i> |

#### **Further Information**

- You must have the right to work in the UK to apply for this job
- You will need a full driving licence and use of a car
- You must adhere to YCDT's Equal Opportunities at all times
- Your employment at YCDT is subject to two satisfactory references and an enhanced DBS check
- There is a 4 month probation period for this role
- The job description as described will be reviewed on a regular basis to respond to any changing needs of the post.

For more information about YCDT please visit our website [www.ycdt.org.uk](http://www.ycdt.org.uk) or contact Service Manager Georgia Prentice [georgiap@ycdt.org.uk](mailto:georgiap@ycdt.org.uk)