

Job Description

Young Carers Manager

ENGAGE AND CONNECT

The mission of the Engage and Connect Service is to provide an outcome focused service aimed at addressing the potential consequences of being a carer - such as social isolation and poor mental/physical health – while also providing a “soft” entry point for identification.

Guided by our values of **Focus, Inclusion, Respect,** and **Excellence,** the service will deliver peer support, wellbeing activities and a sense of community for carers of all ages.

KEY INFORMATION

Post:	Young Carers Manager
Pay Banding:	£40,000 - £43,076
Hours & Location:	Astolat – with opportunity for hybrid working. Working hours within Engage and Connect service delivery hours. Regular evening and weekend working + availability during school holidays is required. Occasional overnight support for residential.
Responsible to:	COO

ROLE OVERVIEW

The Young Carers Manager is responsible for the strategic and operational leadership and delivery of the Engage and Connect service for children (5-12) and young people (12-16). This role will manage the team of Primary & Secondary Coordinators across Surrey, ensuring the delivery of a consistent, high-contact programme of regular respite and peer support. A key focus is establishing strategic community partnerships to drive recruitment targets and ensuring the rigorous application of support planning frameworks. The manager will oversee all operational aspects, including the quality of youth clubs, weekend socials, and holiday programmes, ensuring they are outcome-focused, safely delivered, and effectively supported by the organisation's digital tools.

KEY RESPONSIBILITIES

- Collaborate with the Adults Manager to provide joint operational leadership for the 'Engage and Connect' service, ensuring a consistent approach to venue management and the effective transition of young adult carers.
- Oversee the planning and quality assurance of a programme that contributes to the personal development, confidence, and resilience of young carers.
- Oversee the operational suitability of all service venues within the designated remit; ensuring that Coordinators conduct regular accessibility audits and suitability reviews to maintain a high-quality, inclusive environment for young and adult carers.
- Identify, plan, and coordinate the training and professional development for both Coordinator and Sessional Worker teams to ensure high-quality service delivery.
- Develop and implement effective systems and processes for service delivery, demonstrating a strong understanding of organisational goals, contractual requirements, and sector best practice.
- Effectively manage resource allocation to ensure efficient and impactful service delivery.
- Utilise digital tools and platforms to enhance service delivery and demonstrate a curiosity for emerging technologies, including AI.
- Apply project management principles to continuously monitor and evaluate service performance and drive improvement.
- Oversee the planning and quality assurance of a programme that not only provides respite but also contributes to the personal development, confidence, and resilience of young carers.
- Ensure all services are delivered safely and in line with organisational safeguarding policies and procedures.
- Collaborate and co-produce with staff, carers, and external stakeholders to continuously improve services.
- Accountable for quadrant-specific young carer 'recruitment' targets, driving Primary and Secondary Coordinators to increase intake through local schools and community networks.
- Ensure the rigorous application of the support planning framework (e.g., Outcomes Star) within all youth clubs and groups.
- Maintain health and safety standards through effective risk assessment, monitoring, reporting, and implementation of corrective actions in line with legal and organisational requirements.
- Model a curious and solution oriented mindset, fostering collaboration and encouraging others to explore ideas and work collectively toward service improvement
- Participate in an on-call management rota, providing out-of-hours operational oversight and decision-making as required.

- Take responsibility and ownership of your area of work including your own training and development to make sure you can deliver excellence.
- Work collaboratively with central support functions, including Communications and Marketing, to actively promote the young carer service offer, ensuring youth impact data, young carer stories, and club updates are shared effectively across the wider organisation.
- Plan, monitor, and evaluate service outcomes, impact, and KPIs to continually review and improve the service.
- Work across the organisation on projects and support organisation-wide events and activities.

PERSON SPECIFICATION – EXPERIENCE, KNOWLEDGE & SKILLS

Essential

Essential Experience

- Proven track record of managing services or programmes specifically designed for children and young people.
- Demonstrable experience in leading and managing teams, preferably across multiple locations, with a focus on collaboration, accountability, and staff development.
- End-to-end programme management experience, including:
 - Planning: Designing needs-led programmes, setting clear objectives, and managing resources and budgets effectively.
 - Delivery: Overseeing day-to-day operations of multi-site activities, ensuring consistency, safety, and high-quality engagement.
 - Quality Assurance: Implementing robust monitoring and evaluation frameworks to measure impact and drive continuous improvement.
- Experience in utilising digital platforms to engage children and young people via social media, apps, and online groups in a safe and structured way.

Essential Knowledge

- In-depth understanding of safeguarding principles and best practices when working with children and young people.
- Strong awareness of the challenges faced by young carers, and the role of community-based support in improving their wellbeing.
- Understanding of digital tools used in service management, including CRM systems, Communication platforms and Project management software/tools

Essential Skills

- Ability to inspire, support, and guide staff to deliver high-quality services.
- Programme design and delivery: Skilled in translating needs into effective, measurable programmes.

- Confident applying safeguarding policies and responding to concerns appropriately.
- Proven ability to foster and maintain a robust culture of safety, risk management, and safe working practices across teams and service area
- Competent in using technology to streamline operations and enhance service delivery.
- Able to build strong relationships with young people, families, staff, and external partners.
- Evaluation and improvement: Analytical mindset with the ability to interpret data and feedback to improve services.
- Able to participate in an emergency on-call rota
- A L4 qualification in youth work, education, social work or a related field or prepared to achieve within agreed timescale.
- Full UK driving licence and access to a vehicle.

Desirable

- Knowledge of project management methodologies (e.g., Agile, PRINCE2).
- Experience in managing services that provide respite care and / or residential camps.
- A L4 qualification or higher in management.
- A relevant qualification in Health and Safety Management