

Role description

Job title:	School Engagement Officer (Young Carers Service)
Responsible to:	Young Carer Service Manager
Job base:	Hybrid – you can work remotely or from our office in Bath. Please note this role requires travel throughout Bath and North East Somerset and a car is essential.
Annual salary:	£25,848 FTE
Hours:	1 Year Fixed Term Contract Part-time. 22.5 hours a week over a full year or 28.5 hours a week school term time only.
Benefits:	5% pension contribution after probationary period

Post purpose

As our School Engagement Officer you will be delivering an exciting and unique project to help young carers who are disproportionately affected by Covid-19. The project aims to tackle social inequalities, including issues that lead to poor education attainment and low attendance levels as well as enabling young carers to experience improved emotional health and wellbeing.

A key focus of the role will be to find out and understand the needs of various stakeholders, to better support young carers in schools. You will build and maintain relationships with schools across the Bath and North East Somerset area. By working closely with our communications team, you will deliver innovative digital content and resources to support educational professionals and young carers.

You will provide a positive experience for young carers, ensuring their voice is at the heart of our messaging. You will support them to manage their anxiety around Covid-19 and prepare for future outbreaks.

Key responsibilities

- To establish excellent working relationships with educational professionals, working in partnership to embed good practice for young carers including identifying and supporting young carers.
- To gather insights and information about the impact the pandemic has had on young carers, their families and schools.
- To work closely with the communication team, feeding back your findings to create and deliver engaging and relevant content for stakeholders.
- To work with our young carers participation group to co-create resources for other young carers to feel supported as the pandemic continues.
- To consult with other young carers outside the participation groups.
- To design and deliver engaging group work sessions to young carers in schools to find out what resources could help them. These will include creative activities and contingency planning.

- To ensure your practice complies with The Carers' Centre Safeguarding Policies and school safeguarding processes.
- Working with school nurses to ensure they are aware of the support available to young carers.
- Leading the delivery of a Young Carers Schools Conference once a year which focuses on collaborative support to young carers to ensure educational attainment and emotional support.

Additional Responsibilities

- Report to Young Carers Service Manager, attend team meetings and regular supervisions.
- To work as part of the Young Carers Team providing cover for colleagues.
- To gather required data to effectively evaluate the service.
- To maintain our Customer Relationship Management system and keep all records updated.

General

- Adhere to The Charities Statement of Recommended Practice (SORP) and Charity Commission guidance.
- Adhere to the Carers' Charter.
- Adopt good practice within the Carers Trust network.
- Work within The Carers' Centre policy framework.
- Undertake any other duties required, in consultation with your line manager, as are consistent with the responsibilities of this post.

Person specification

Qualifications	Essential	Desirable
Level 3 Qualification or a minimum of one years' relevant experience in a similar role	Y	
Trained or willingness to be trained in Child and Adult Safeguarding	Y	
Experience and knowledge		
A minimum of one years' experience of supporting young people including experience of group work with children	Y	
Experience of effectively working to a budget and project plan	Y	
A good understanding of the needs and issues faced by young people, specifically young carers or a willingness to learn	Y	
Ability to listen to young people, understand their needs and respond with information, advice and support which meets their specific needs	Y	
Experience of working with various stakeholders (building and maintaining positive relationships)	Y	
Knowledge of legislation and government policy relating to young carers and their rights		Y
Understanding and experience of gathering and producing content for a wide range of communication sources		Y
Experience of a user focused design approach to services and service development		Y
Knowledge and understanding around the importance of young carers having a voice in the development of services and provisions that may affect them		Y

Skills		
Excellent verbal, written and digital communication skills and a high degree of technical competency including using collaborative tools such as Trello or Miro	Y	
Ability to listen to various stakeholders, understand their needs and respond with relevant information, advice and support	Y	
Ability to design and deliver engaging presentations both digitally and in person	Y	
Attributes		
Ability to plan and deliver fun and engaging sessions for children aged 5-17	Y	
Flexible. Able to work flexibly to meet the needs of young carers and educational professionals	Y	
Reliability, punctuality, ability to plan effectively and consistently deliver against deadlines	Y	
Willingness to learn new skills and techniques where required, particularly digital and communication skills	Y	
Other requirements		
Own transport/full driving licence and willingness to travel	Y	