

Job Description and Person Specification

Job Title	Project Lead
Team/Service	Children and Young Peoples Service
Responsible to	Project Manager

Our Commitment to Carers

At Suffolk Family Carers, everyone plays a vital role in supporting unpaid carers of all ages—including young carers, adult carers, parent carers, and those from Armed Forces and veteran communities.

As part of our team, you will be actively involved in a range of projects that deliver tailored advice, emotional support, and practical help.

We work collaboratively across teams and with external partners, ensuring our services are inclusive, responsive, and impactful.

We are guided by our core values:

- **Family Carer Focus** – putting carers at the heart of everything we do
- **Accountability** – taking ownership and delivering on our commitments
- **Integrity** – acting honestly and ethically
- **Respect** – valuing each other and those we support

These values shape our culture and define how we work together to make a difference.

Purpose of the role

- To support the Project Manager to deliver services for children and young people with caring roles. Providing line management responsibility to Young Carer Advisers.
- To assess and support identified children and young people with caring roles. Working to a whole family approach and utilising community assets to support and improve wellbeing and reduce identified needs.
- To work with educational providers and other external organisations to provide respite opportunities which enable children and young people with caring roles to develop life skills and support positive future outcomes.

Key Tasks

- To provide line management to Advisers, including objective setting and progress monitoring
- Oversee case load management and performance
- To lead on designated projects within the service, monitoring outcomes and collating evidence to support project reporting
- Develop digital and social media offer
- To help implement change and support service development alongside the Project Manager and Director of Service Delivery and Impact
- Deputise for the Project Manager when required
- To assess children and young people identified as having a caring role, set an agreed action plan, working with the family where appropriate, and utilising community assets to meet the needs of the young person.
- To work to a whole family approach, identifying the needs of the family which impact on the young person and collaboratively identifying solutions and signpost/refer to support services.
- To effectively manage and maintain a varying caseload.
- To build/maintain working relationships with education providers and community stakeholders to ensure young people with caring roles are identified and are enabled to access appropriate support services.
- To develop, plan and deliver age appropriate focused interventions, group workshops and respite activities for young people with caring roles and their families. Completing risk assessments and working to agreed budgets.
- To oversee the management of volunteers, where appropriate.
- To consult with and seek feedback from children, young people, families and professionals to evidence achieved outcomes and for the continuous development of the service.
- To work with and support children and young people with caring roles of any age to support the needs of the service.
- To contribute to and participate in safeguarding measures for identified young people with caring roles.
- To flexibly work across the services, within reasonable expectations, as and when required, to support business need.
- To maintain accurate records.
- To use outcome evaluation to assess the quality of services and provide reports as required.

- To comply with all organisational policies and procedures.
- To prepare for and actively participate in supervision, objective setting and development discussions.
- To undertake any other relevant duties and training as may be required by the line manager.

We encourage a culture of shared learning and expect all staff to work at least one day per year within another area of the business, to expand their knowledge and insight.

Note: - This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the organisation at any time after discussion with the post holder.

Applies to all roles:

- To actively engage in the open and honest feedback culture of Suffolk Family Carers
- To comply with organisational policies and procedures
- To adhere to the Safeguarding Policy and procedure
- To prepare for and actively participate in 1.1 meetings and objective setting
- To live up to the organisational FAIR values – Family Focus, Accountability, Integrity and Respect
- To maintain accurate records
- To use outcome evaluation to assess the quality of services and provide reports as required
- To undertake any other relevant duties and training as may be required by the line manager.

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Person Specification

Candidates will be assessed against the following essential/desirable criteria:

Essential Criteria	Desirable Criteria
Knowledge • Knowledge of the impact a caring role can have on young people and their families • Understanding of safeguarding related legislation and referral procedures • Understanding of legislation relating to children and young people with a caring role and the relating statutory requirements • Understanding of the social and emotional needs of young people • Knowledge of line management responsibilities	• Knowledge of local community support services for young people and families. • Knowledge of adolescent development and the impact of childhood trauma

Skills and Experience • Excellent communication and listening skills with young people and parents. • Excellent organisational and time management skills • Excellent use of IT, including Windows, IOS and Android software • Excellent recording skills, capturing key details of casework • Experience of working with children or young people • Experience of delivering one-to-one support to young people • Experience of developing social media posts • Experience of partnership working	• Experience providing support to young people during periods of emotional dysregulation • Experience of working to a whole family approach • Experience of delivering workshops, group activities and/or presentations • Experience of chairing meetings
Personal Qualities and Abilities • Motivation and enthusiasm to work with young people • Self-motivated, with the confidence to use initiative and take responsibility for delivering results • Creative, resourceful, patient and an empathetic nature • Ability to work independently with young people, as well as being able to work as part of a team • Ability to respond and adapt to unexpected or changing needs • Ability to work within identified boundaries of the role, seeking peer and/or management support when needed • Ability to network and build effective relationships, working in partnership internally and externally • Ability to reflect on own performance and decision making • Willingness to engage in open, effective feedback culture	• Ability to inspire and enable young people • Ability to connect and engage with young people to gather required information • Ability to motivate a team • Proven ability to work towards outcome based objectives
Equality, Diversity and Inclusion • Ability to demonstrate a commitment to equality, diversity and inclusion through continuous development, modeling inclusive behaviours and proactively managing bias	• Experience of establishing positive changes to ensure inclusivity for individuals and/or communities

Other requirements (including qualifications) • Ability to travel between locations as required • Ability to work flexibly, including occasional evening and weekends	
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The Skills and Development Framework (SDF)

Suffolk Family Carers has identified the following six core competencies for all employees. This role is in **Band 2** of the SDF.

Communicating and Influencing	The ability to effectively exchange information and ideas and use well-reasoned arguments to influence where necessary.
Improving Customer Service	The ability to consistently deliver a high-quality service and continuously improve services in the best interest of family carers.
Commitment to the Organisation	The ability to demonstrate a commitment towards the vision and values of the organisation, optimising resources and opportunities.
Demonstrating Leadership	The ability to lead by example, acting with integrity and positively contributing towards organisational success.
Inclusion, Equality and Diversity	The ability to treat people fairly and with respect, acting in ways that value inclusiveness.
Learning and Developing Self and Others	The ability to recognise and develop potential by understanding own and other people's capabilities, sharing expertise and ideas.