

JOB DESCRIPTION

Title Carers Social Activities Organiser

Post Number: 9782

Department: Adult Social Care - Commissioning

Division: Strategic Commissioning

Section: Carers Support Service

1. Job Purpose & Objectives

The Carers Support Service regularly provide Social Events and activities for unpaid, family carers to encourage them to spend time away from their caring responsibilities, and to meet other carers. Some of the events and activities include the person they care for. Carers are closely involved in developing their support and may volunteer to help in a variety of ways to do this, including helping at social events.

2. Main Duties & Responsibilities

To plan, organise and promote Social Events for unpaid family carers.
To host the events taking place once a month in the daytime and in the evening, usually on weekdays, but sometimes at the week-end.
To quality check the beach huts on a regular basis to ensure they have adequate supplies.
To help maintain the lodges at the beginning and end of each season, ensuring they continue to be maintained to a high standard.
To work with the Carers Support Service ensuring that bookings and contributions are received from carers attending the events.
To deal with enquiries which may be contentious, or carers who may be distressed, in person or over the telephone in a positive, professional and helpful manner, ensuring enquiries are answered effectively and messages are passed on promptly.
To help build a team of volunteers, often ex-carers, to contribute to the organisation and hosting of the events.

3. Supervisory / Managerial responsibility

To oversee the running of the social events to maximise carer and cared for satisfaction and enjoyment.
Working with the Carers Centre Co-ordinator, to build a team of volunteers who can provide volunteer support for a variety of activities, including social events.

4. Communication/Contacts

Regular contact with members of the Carers Support Service, carers, transport providers, suppliers, staff at local attractions and facilities providers.
Some contact with members of the public, other members of staff and organisations supporting carers.

5. Career Path linked to this post

Not Appropriate

6. Additional Information

To welcome carers in a friendly, enthusiastic and approachable manner, delivering excellent customer service at all times.
To ensure the safe and efficient storage of items, data and money.
To actively contribute suggestions and ideas in meetings for improvements to the service, embracing change and new ways of working.