

**CARERS  
TRUST**



**Carer  
Involvement  
Manager**

**Recruitment  
Pack**

# Carer Involvement Manager

## Policy and External Affairs

**Contract:** Permanent  
**Hours:** 35 hours per week (5 days a week, 9 am-5 pm)  
**Salary:** £47,412 Inclusive of London Weighting  
**Location:** Hybrid (Remote working & Carers Trust London office)  
*29.5 days annual leave (April-March) plus bank holidays, pension scheme (3% rising to 5% employer contribution post-probation), flexible working, and 2 paid volunteer days.*

## Why this role is pivotal to Carers Trust

The Carer Involvement Manager is a key UK-wide role, focused on developing, implementing, and coordinating a carer involvement strategy for the organisation. The post holder will work alongside unpaid carers and colleagues across the charity to ensure Carers Trust builds and maintains a meaningful and consistent approach to involving unpaid carers across our work. They will play a crucial role in supporting carers to share their experiences and insights, raise their voices, shape our work, and encourage others to get involved. The post holder will work closely with our network of local carer organisations, and other stakeholders as well as directly with unpaid carers. .

## About us

The number of unpaid carers is increasing significantly, with 3 in 5 of us likely to become a carer in our lifetime. Unpaid carers save the UK economy over £132bn every year and act as a main support to our stretched health and social care systems.

Even before the pandemic many unpaid carers did not have the support they needed and this situation has only been exacerbated. As our recent Pushed to the Edge research found, many unpaid carers have had to increase the number of hours they provide care for. Many are also struggling financially due to their caring roles and are finding it hard to have a life alongside caring. The overwhelming majority of unpaid carers also told us they feel let down by successive governments.

Our work to influence politicians, policymakers and other key decision-makers is therefore vital to bring about the changes needed to transform unpaid carers' lives.

### For the year ending 31st March 2022, we:

- Reached 917,394 unpaid carers through our 123 Network Partners across 78.2% of all local authority areas
- Supported 456,089 unpaid carers, including 46,876 young and young adult carers
- Distributed £4,016,421 in grants to support unpaid carers
- Attracted high profile media coverage and influence through our research

## Our strategic version for 2022-25



Carers Trust works to transform the lives of unpaid carers across the UK. We partner with our network of local carer organisations to provide funding and support, deliver innovative and evidence-based programmes, raise awareness, and influence policy.

We are a forward-thinking organisation about to embark on our 2022-25 strategy, Building a Caring Society, which has several ambitious goals. Carers Trust is working towards a future where:

- Every carer has access to a high-quality local carer organisation
- No carer is pushed into poverty or financially disadvantaged by their caring role
- All carers, regardless of circumstances or stage in life, are able to enjoy a fulfilling life outside their caring relationship

### **By 2025, we will have:**

- Increased the number of unpaid carers accessing our collective services to at least 1.5 million, with greater take-up of support by under-represented groups
- Achieved 100% coverage of UK geographies within our network of local carer organisations, with all our local partners rating our support as 'excellent' or 'good'
- Delivered measurable benefits to unpaid carers and local carer organisations through our policy and campaigning work

## Carers Trust values



Our values are at the heart of who we are and everything we do. They inspire our thinking, guide our actions, and ensure we deliver the very best for unpaid carers.

### **We are Trusted**

We work as a trusted partner working collaboratively and building genuine relationships with unpaid carers, network partners and supporters to deliver the services we say we will. We behave with integrity, transparency, and value everyone's contribution to our work.

### **We are Inclusive**

We recognise the value of listening to the experiences of as diverse a group of unpaid carers, network partners and supporters as possible in helping us to meet the needs of unpaid carers in new and exciting ways and to shape services that are truly inclusive.

### **We are Courageous**

We speak up, challenge and act when we see an opportunity or when there is an injustice and want to enable unpaid carers, network partners and supporters to be bold, and seek out opportunities for us to work together to create effective change and suggest innovative ideas for improvements in what we do.

## Our benefits



- Health Cash Plan with HSF - basic level provided, an employee can top up via payroll deductions
- 29.5 days annual leave with two paid volunteering days a year
- Perkbox discounts
- Employee Assistance Programme included in the above, giving access to support helplines (including counselling) and discounts
- Life cover
- Critical Illness cover 1x salary (permanent staff only, age limits apply, some benefit for children, no benefit for spouse/civil partner)
- Income Protection cover provides 60% of 1x salary (after 13 weeks' absence, age limits apply)
- Season ticket loans
- Flexible working
- Eye tests / Glasses - Employees who habitually use display screen equipment as a significant part of their normal work are entitled to claim for the cost of regular eye tests. If glasses are needed specifically for this work, so at a distance, the screen is viewed, then Carers Trust will refund the cost of a pair of glasses with basic frames/lenses

## Our ideal candidate



- Experience in developing involvement strategies and plans that take forward organisational objectives, engaging people with lived experience, staff and stakeholders in doing this
- Excellent verbal and written communication skills, including proven experience of communicating effectively on complex issues and with people with lived experience
- Experience in developing and coordinating mechanisms that involve and engage people with lived experience
- Experience in creating a safe space for involvement work, ensuring a diversity of contributions, and managing any conflicts effectively
- Experience and/or understanding of matrix management
- Ability to manage budgets and contribute to funding bids
- Experience in measuring and reporting on the impact of involvement/participation activities
- Experience in engaging across an organisation to embed and support involvement work
- Understanding and experience of safeguarding, data protection, and confidentiality when leading involvement work
- Understanding of the challenges and opportunities of involving unpaid carers
- Experience in successfully engaging with a diverse range of people, including minority and marginalised groups
- Experience in working with a wide range of stakeholders and maintaining partnerships and professional relationships.

## Main responsibilities (not an exhaustive list)



- Develop, implement, and manage a strategy for unpaid carer involvement at Carers Trust, to enable us to meaningfully involve unpaid carers across our work. In developing and implementing the strategy
- Work alongside unpaid carers so that carer voices/ feedback helps to shape our approach
- Create and coordinate a Carers Trust UK-wide advisory panel of unpaid carers, alongside putting in place wider engagement mechanisms with unpaid carers
- Foster a safe environment in which unpaid carers, from diverse backgrounds and circumstances, are able to contribute views and experiences,
- Work with colleagues across the organisation to enable unpaid carers to shape our work, share their insights, and raise their voices, providing support and/or training as required.
- Keep up to date with the involvement landscape including within health and social care, and the young people's sector, and from our network of local carer organisations - ensuring best practice and innovation is reflected within all involvement activities.
- Lead a cross organisation working group for carer involvement, to ensure we have a joined-up approach and call upon a range of expertise
- Put in place processes across Carers Trust to ensure a high quality and consistent approach to carer involvement across the UK, including reward and recognition
- Provide advice, guidance, training, and expertise on involving unpaid carers to staff across the organisation.
- Ensure all involvement work is evaluated, producing evidence of outcomes and impact as well as internal reports on KPIs
- Ensure effective risk management for all involvement activities, and ensure safeguarding protocols are in place, making appropriate assessments in relation to safeguarding
- Act as a Designated Safeguarding Officer for Carers Trust, supporting colleagues where needed
- Oversee budget for involvement activities, track expenditure and restricted income, manage expenses, and ensure targets are met
- Share good practice on carer involvement across our network of local carer organisation.

### **In this role, you will achieve:**

- Creation and support of carer involvement mechanisms
- Embedding carer involvement across the organisation
- A consistent approach to carer involvement across Carers Trust
- Positive outcomes for carers involved and our wider work
- Sharing the learning of our work

## How to apply

To apply, please email your **CV** and **cover letter**, setting out how your skills and experience match the criteria for this role set out in the Job Description, to [recruitment@carers.org](mailto:recruitment@carers.org). The cover letter should not exceed **two sides of A4**.

Suitable candidates will be interviewed on a rolling basis and an offer made when a suitable candidate has been identified. **The role closes on the 23rd of October**  
**The postholder will also be required to have an enhanced DBS check before commencing employment.**



