

Role description

Job title:	Carer Voice and Engagement Officer
Responsible to:	Head of Services
Responsible for:	Volunteers
Job location:	The Carers' Centre, The Woodlands, Lower Bristol Road, Bath, BA2 9ES / homeworking
Annual salary:	£23,132.39 pro rata (£28,529.95 FTE)
Hours:	30 hours per week with occasional evenings and weekends
Benefits:	5% pension contribution after probationary period

Post purpose

We are seeking an enthusiastic and organised Carer Voice and Engagement Officer to join our team at The Carers' Centre.

This rewarding role will help ensure that unpaid carers have opportunities to share their experiences, influence local services and see the impact of their involvement. Working with adult carers, young carers and young adult carers, you will coordinate participation activities that are welcoming, meaningful and inclusive.

You will build relationships with carers, colleagues and partner organisations, creating opportunities for carers to shape services, raise awareness and contribute to positive change. This is an exciting opportunity for someone who enjoys connecting people, supporting others to build confidence and ensuring lived experience helps drive improvement.

By ensuring participation is inclusive, well organised and genuinely influential, you will help strengthen the voice of carers across Bath and North East Somerset while contributing to the continued development of The Carers' Centre and the wider caring community.

Key responsibilities

Carer Voice and Participation

- Coordinate and support Carers Voice, Young Carers Council and other participation forums.
- Assist in the delivery of age-appropriate engagement activities that build confidence and participation skills.
- Encourage carers from diverse backgrounds to share their experiences and influence services.
- Ensure carers receive feedback about how their involvement has made a difference.
- Support carers to participate in service improvement, consultations and decision-making opportunities.
- Promote meaningful and inclusive involvement across all services.

Engagement and Community Connection

- Build positive relationships with carers, partners and community organisations.
- Coordinate requests for carer involvement from local services and partner organisations.
- Support carers to represent lived experience within local groups, networks and projects.
- Work with colleagues to create accessible and welcoming opportunities for involvement.
- Promote the value and impact of unpaid carers across Bath and North East Somerset.

Communications and Development

- Coordinate participation communications, updates and engagement opportunities.
- Develop positive working relationships with local organisations, community groups, statutory services and partner agencies.
- Support carers to build confidence and develop skills through training and lived experience opportunities.
- Work with colleagues to promote participation and celebrate the difference carers make.
- Encourage involvement from carers who may not traditionally engage with services.

Monitoring, Evaluation and Impact

- Maintain accurate and timely records of all interactions and support provided.
- Collect monitoring data, feedback and outcome information in line with organisational requirements.
- Support the delivery of programme evaluation activities.
- Utilise organisational systems, including Salesforce, to record activity and outcomes.

General

- Adhere to the Carers' Charter and provide a professional carer-focused information, advice and support service.

- Encourage carers to provide feedback on The Carers' Centre services and actively participate in shaping future delivery.
- Undertake safeguarding training, adhere to organisational safeguarding policies and follow all safeguarding procedures.
- Take responsibility for ensuring communications and record keeping comply with GDPR and data protection requirements.
- Ensure that you adopt good practice within the Carers Trust network.
- Ensure that you work within The Carers' Centre policy framework.
- Recognise the importance of fundraising and positively contribute to organisational sustainability where appropriate.
- Undertake any other duties, in consultation with your line manager, as are consistent with the responsibilities of this post.

Person specification

Qualifications	Essential	Desirable
Willingness and commitment to undertake relevant training and development	✓	
Safeguarding, Level 2 (or a willingness to undertake)	✓	
Willingness and desire to undertake training opportunities as required	✓	
Relevant qualification in co-production, community development, social care, engagement, participation, or related field.		✓
Experience and knowledge		
Experience of engaging, supporting or working with people to gather views, feedback or lived experience	✓	
Experience of organising meetings, events, forums or community activities	✓	
Experience of building positive relationships with a wide range of people and organisations	✓	

Experience of communicating information clearly and accessibly to different audiences	✓	
Understanding of participation, co-production or community engagement principles	✓	
Understanding of the challenges faced by unpaid carers or other communities facing barriers to participation		✓
Experience of working within the voluntary, community, health or social care sector		✓
Skills		
Excellent written and verbal communication skills	✓	
Ability to build trust and encourage people to get involved and share their views	✓	
Ability to facilitate discussions, meetings or group activities	✓	
Excellent organisational skills with the ability to manage competing priorities	✓	
Ability to work collaboratively with colleagues, carers and partner organisations	✓	
Excellent IT skills including experience of using Microsoft software package, including Word, Excel, Teams and Outlook and Client databases You will be skilled at exploring and learning new pieces of software and technologies.	✓	
Experience using Salesforce or equivalent CRM systems		✓
Attributes		
Passionate about empowering people to influence decisions and create change	✓	
Friendly, approachable and inclusive in working style	✓	
Self-motivated and able to work independently	✓	

Excellent attention to detail and follow-through	✓	
Flexible and adaptable to changing priorities	✓	
Committed to equality, diversity and inclusion	✓	
Other requirements		
Flexibility to work evenings and weekends as required.	✓	
Ability to travel throughout the Bath and North East Somerset area.	✓	
Personal experience of providing unpaid care.		✓
Full driving licence and access to a vehicle		✓