

Job Description Project Manager

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| Job Title: | Project Manager – Law for Dementia Carers |
| Responsible to: | Governance Manager |
| Responsible for: | There are currently no line management responsibilities |
| Key relationships | External Stakeholders, including Making Space and Manchester University Law Clinic |
| Contract: | Fixed Term to March 2022 |
| Probation: | Four months |
| Hours | 35 hours per week to be worked flexibly in accordance with business needs. This may include some evening and weekend working. |
| Location: | The post-holder will work remotely, with visits to the tide Head office at 151 Dale Street Liverpool, L2 2AH when required and circumstances allow. This post may require occasional travel across the UK. Some occasional international travel to conferences and learning events may be necessary. |
| Salary Band: | £25,000 |
| Annual leave | 25 days plus Public Holidays |

General context

There are an estimated 850,000 people in the UK living with dementia, supported by thousands of unpaid carers. Many family carers or friends of people living with dementia report that they receive insufficient support from health and social care services, leaving them feeling isolated, burnt-out and unable to look after their own well-being. The number of carers is set to increase over the coming years, so it is vital that carers are given the opportunity to speak up for themselves and come together to raise their profile, voice their needs and influence better quality of care and support at all levels.

tide – together in dementia every day – is the UK wide involvement network for carers and former carers of people living with dementia, hosted by the Life Story Network CIC. tide was established as a separate charity in December 2019, with

LSN becoming a wholly owned subsidiary company. The overall aim of the tide carers' network is to improve their experiences as unpaid carers as well as the services available to those they care for. In recognition of these needs, the National Lottery has provided a three-year grant for the tide carer involvement network to become established in England, Wales and Northern Ireland.

Job Summary

Law for Dementia Carers (L4DC) is a joint project with Making Space and funded by The Legal Education Foundation. Building on the work of the previous post-holder, the Project Manager will work to ensure the completion of the project on time, within budget and to the agreed quality criteria. For this second phase of the project the primary focus will be on the co-ordination, production and piloting of the development modules of the training package in the Greater Manchester area.

The post-holder will have an understanding of how the health and social care sectors and the legal system work in respect of the care of people with dementia. They will be able to work autonomously and to manage high quality delivery to tight deadlines within financial boundaries. They will be adept at networking and influencing external partners.

The post includes a 0.5 day per week commitment to the research project run by Manchester University, exploring the impact of the Care Act easements on older carers. This will include recruiting carers to act both as experts by experience in an advisory group and as participants in the research.

The post holder will be expected to undertake a broad range of responsibilities and duties in the delivery of the projects. These include:

Project Management

- Ensure that both projects are delivered on-time, within scope and within budget, making adjustments where necessary to project constraints based on financial analysis
- Assist in the definition of project scope and objectives, involving all relevant stakeholders and ensuring technical feasibility
- Ensure resource availability and allocation
- Develop a detailed project plan for the second phase of the L4DC project to monitor and track progress
- Measure project performance and report and escalate issues as needed
- Manage relationships with all stakeholders
- Perform risk management to minimise project risks
- Establish and maintain relationships with third parties/vendors
- Create and maintain comprehensive project documentation
- Track project performance, specifically to analyse the successful completion of short and long-term goals

Project development

- Using the 'Social welfare legal advice and early action' framework, the Project Manager will map the L4DC approach to their four key components:

The Life Story Network CIC is a Community Interest Company Limited by Guarantee with
Registration Number: 08567031.

Registered office: 151 Dale Street, Liverpool, Merseyside, L2 2AH

- Citizen capability: Map the appropriate rights issues (as gathered from the lived experience of carers, Dementia Law Clinic and the Making Space Admiral Nurse Team) to the ten transition points of a person with dementia (Road Less Rocky). This will form the basis of the care driven training programme
 - Intervening at the right time: Ensure the training resource will be designed and delivered using a 'just in time' approach, available both on line and with face to face training
 - Delivering advice differently: Design a clear pathway of legal support, based on a structured assessment of carers' needs. The workforce development programme will improve referrals enabling carers to have direct access to legal support. Social prescribing will be promoted to facilitate timely more accessible access to legal support
 - Better feedback and learning processes: Ensure this project is aligned with the wider work of Dementia United Lived Experience Barometer. Highlight the lesson that getting it 'right first time' frees up capacity and resources across the system
- Co-ordinate the production of the learning materials for the L4DC project
 - Make arrangements for the materials to be piloted in the Greater Manchester region
 - With the University of Manchester's Justice Hub, develop a project plan for involving carers in the research project
 - Contribute to the research project's advisory group, recruiting carers as experts by experience to participate as appropriate

Working with partners

- Engage with a broad range of partner organisations, building on existing networks, including Dementia United and other projects to ensure wide ranging participation in the planning and design of all project outputs
- Ensure tide carer members are represented in the planning and design of the project
- Contribute to our internal and external evaluations to measure the impact, outcomes and reach of the tide network across England and the rest of the UK

General Responsibilities

- Contribute to and help to maintain a positive, safe and proactive environment which promotes open and transparent communication between carers, staff and the organisation as a whole
- Proactively promote tide on a range of social media platforms
- Take personal responsibility for your own development in the role and participate in training
- Undertake other tasks, duties or projects which may arise from time to time, which are commensurate with the general level of this post and as directed by your line manager

Person Specification

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| Skills |
| A strong team player who enjoys working collaboratively to deliver results |
| Adept networker and relationship builder with a track record of building effective partnerships |
| A strong communicator who is able to engage with a variety of audiences and stakeholders |
| Excellent written communication skills |
| The ability to work on one's own initiative and demonstrate flexibility in the application of the role |
| Resilient and problem solver |
| A high degree of self-awareness and personal integrity, with the ability to respond positively to constructive challenge and change |
| The ability to involve carers as experts by experience in planning and delivery |
| Demonstrable passion for tide's vision and fit to values |
| Flexibility about working arrangements as the role may involve a high level of travel |
| Solid organisational skills including attention to detail and being able to multi-task. |
| Knowledge |
| Knowledge of programme evaluation especially Theories of Change |
| Knowledge of the policies and health and social care system relating to dementia and carers |
| Have strong IT skills and knowledge of Microsoft Office |
| Experience |
| Extensive experience of project management, including budget management |
| Experience of developing training materials |
| Experience of working with volunteers |
| Experience of group facilitation |
| Project Management Professional (PMP)/Prince II certification (desirable) |
| Working with or caring for someone with dementia and understanding of the emotional and practical challenges families experience |
| Have a valid UK driver's licence and access to own car |

| Our Values | Our Behaviours |
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| Transparent | We will be upfront, open, and honest with ourselves and others. To build trusting relationships, we will share our rationale for making decisions and taking actions even when this may be difficult to do. |
| Tenacious | We will have the courage and resilience to remain dedicated to our mission and have the humility to consider alternative ways of doing this where this will lead to a greater impact on improving people's lives. |
| Inclusive | We will always value the diversity of perspectives, experiences, knowledge, skills, cultures and beliefs that people have to share and contribute in the pursuit of our mission. All voices will be welcomed and all contributions recognised. |

| Our Values | Our Behaviours |
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| Empathetic | We will aspire to always understand the feelings of everyone we work with so that they feel valued and respected. |