

## tide – Together in Dementia Everyday

### Job Description – National Carer Involvement Lead (Wales)

<b>Job Title:</b>	National Carer Involvement Lead (Wales)
<b>Responsible to:</b>	Tide Operations Manager
<b>Responsible for:</b>	Carer Involvement Lead (Wales)
<b>Key relationships:</b>	National Carer Involvement Leads in each country; Governance Manager; Business Support Manager; Carer Involvement Leads; Finance Manager; Impact Manager; Communications and Marketing Manager
<b>Contract:</b>	Fixed term up to October 2021, with possible extension depending on sustainable funding
<b>Probation:</b>	Three months
<b>Hours</b>	Full time (35 hours per week), to be worked flexibly in accordance with business policies. This includes some evening and weekend working.
<b>Location:</b>	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. The post will also require travel throughout Wales. Occasional travel within the UK and some international travel to conferences and learning events may be necessary.
<b>Salary Band:</b>	£28,500
<b>Annual leave</b>	25 days plus Public Bank Holidays

#### General context

There are an estimated 850,000 people in the UK living with dementia, supported by thousands of unpaid carers. Many carers of family or friends 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. 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 involvement 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 Big Lottery has provided a three-year grant up to October 2021 for tide to become established in England, Wales and Northern Ireland.

### **Job Summary**

The National Carer Involvement Lead (NCIL) for Wales will build on the success of the previous post-holder to grow the carer and former carer membership and increase the impact of tide across Wales. They will maintain and develop further tide’s strategic relationships with Welsh Government, local government, health boards and the third sector to promote the involvement of carers as equal partners in policy, practice and research.

The postholder will proactively seek opportunities for tide carer members to become involved in influencing at all levels within Wales. They will identify and support the recruitment of carers and former carers to tide, ensuring that their development needs are identified and met through our Carers Development Programme (CDP).

Working with other NCILs, the Business Development Manager and other key staff, the postholder will help develop a sustainable model for tide as the Big Lottery funding comes to an end.

The post holder will be expected to undertake a broad range of responsibilities and duties at local, regional and national levels within Wales. These include:

### **Working with current and former carers of people living with dementia**

- Work with the Carers Involvement Lead proactively to identify and invite current and former carers of people living with dementia to join our growing tide Carers Network in Wales and build its capacity whilst promoting and raising awareness;
- Work with carer members to identify key concerns and topics on which to campaign within Wales and more widely across the UK
- Identify opportunities for current and former carers to participate in events, where, using their lived experiences, they can influence future dementia policy, care and support;

- Contribute to the co-development and co-delivery of the CDP, including the promotion of the tide Pioneer role, and co-ordinate the delivery of the CDP and associated training and awareness raising sessions across Wales
- Ensure that current and former carers are provided with the emotional and psychological support before during and after the engagement process, including feedback on their impact;
- Ensure the diverse voices of carers and former carers are represented to key decision makers in Wales
- Adhere to tide's safeguarding policy, highlighting any potential risks to individuals or tide and reporting concerns as required.

### **Working with partners**

- Represent tide at regional and national forums, networks and organized events in Wales, where possible alongside tide carer members, speaking on behalf of tide and promoting its vision and mission
- Build on existing networks, identifying opportunities to establish effective partnership working at national level and across Wales to widen the impact of tide, minimize duplication and create broad alliances of shared interests and values and collective advocacy;
- Work with the Carer Involvement Lead (Wales) and the Impact Manager to collect and analyse the relevant quantitative and qualitative information that will contribute to our internal and external evaluation to measure the impact, outcomes and reach of tide across Wales and the rest of the UK;
- Contribute to the corporate development of tide including exploring and assisting with applications for funding and commissioned work streams with the Business Development Manager and other relevant staff members
- Contribute to progress reports for our funders and for the Board;
- Monitor and manage the budgets set for the network in Wales.

### **Staff responsibilities**

- Provide supervision and line management on a day to day basis for the Carer Involvement Lead and any other relevant staff members within the organisation.

- Contribute and help to maintain a positive, safe and proactive environment which promotes open and transparent communication between the staff managed directly and the organisation as a whole

### General responsibilities

- Promote tide on social media in line with good practice and the organisation’s Use of Social Media Policy working alongside the Communication and Marketing Manager
- Liaise with the Business Support Officer and the Impact and Evaluation Manager to ensure that accurate information is recorded and maintained about all members in line with the organisation’s Data Protection and Privacy policies;
- Work with the Business Support Officer to ensure that all practicalities for events are organised including: transport, equipment, expenses, travel arrangements, interpreting services, providing biographies and any promotional materials;
- Participate in regular supervision and appraisals with your line manager;
- Participate in training and take personal responsibility for development in the role;
- 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

ATTRIBUTE	ESSENTIAL	DESIRABLE	HOW ASSESSED
<b>Education/Qualifications</b>	<ul style="list-style-type: none"> <li>• Degree level or equivalent</li> <li>• GCSE A – C or equivalent in Mathematics and English</li> <li>• Welsh language skills equivalent to GCSE level</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of relevant continuing professional development</li> <li>• Fluency in Welsh</li> </ul>	Application form and certificates (Copies of originals will be requested at interview)
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Taking a lead role in</li> </ul>	<ul style="list-style-type: none"> <li>• Writing bids and proposals</li> </ul>	Application form,

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	<p>campaigning</p> <ul style="list-style-type: none"> <li>• Working or volunteering with an organisation that supports carers</li> <li>• Working in a participatory way and empowering people with particular needs to be fully involved as equal partners</li> <li>• Speaking at conferences and events</li> <li>• Facilitating groups and workshop discussions both face to face and online</li> <li>• Experience of using creative ways of engaging and working with diverse communities and Welsh speakers</li> </ul>	<ul style="list-style-type: none"> <li>• Co-ordinating the work of volunteers</li> <li>• Programme evaluation with the ability to extract key information in order to influence the future decision making process.</li> <li>• Media work</li> <li>• Working with or caring for someone with dementia</li> <li>• Experience of organising conferences and events</li> </ul>	<p>interview, probation period and references</p>
<p><b>Knowledge</b></p>	<ul style="list-style-type: none"> <li>• A working knowledge of how the health, social care and voluntary sectors work in Wales</li> <li>• Understanding of the emotional and practical challenges families experience</li> <li>• Understanding and knowledge of the particular needs of rural communities in Wales and barriers to engagement and participation</li> <li>• Understanding of human rights and the importance of embedding these in practice</li> </ul>	<ul style="list-style-type: none"> <li>• Different approaches to programme evaluation and in particular Theories of Change</li> <li>• Current Government legislation and policy in Wales relevant to dementia and carers of people living with dementia</li> </ul>	<p>Interview / application form</p>

	<p>for people living with dementia and carers</p> <ul style="list-style-type: none"> <li>Confidentiality, privacy and requirements of Data Protection Act 2018 including GDPR</li> </ul>	<ul style="list-style-type: none"> <li>Different types of dementia, their impact on a person's ability to live well and the impact on their carers</li> </ul>	
<b>Skills/Abilities</b>	<ul style="list-style-type: none"> <li>Team player, but also able to work on own initiative</li> <li>Considerate, sensitive and empathetic towards others</li> <li>Excellent verbal and written communication skills with the ability to produce succinct reports</li> <li>Working understanding of Microsoft applications in particular Word, Excel &amp; Powerpoint</li> <li>Able to get on with people from all walks of life and at all levels within organisations</li> <li>Good presentation skills and ability to adapt when talking to or meeting with different audiences</li> <li>Well organised and able to motivate others to work in a systematic planned way.</li> <li>An assertive attitude</li> </ul>	<ul style="list-style-type: none"> <li>Good working knowledge of the Internet and IT skills including databases</li> <li>Good working knowledge of social media especially twitter</li> <li>Ability to speak Welsh</li> </ul>	Application form/ Interview / references
<b>Work Related Circumstances</b>	<ul style="list-style-type: none"> <li>Willing to carry out all duties and responsibilities of the post in accordance with</li> </ul>		

	<p>tide's equal opportunities and diversity policies</p> <ul style="list-style-type: none"> <li>• Willing and able to travel across Wales regularly, with occasional UK and International travel and overnight stays</li> <li>• Must have a full driving licence with access to a vehicle</li> <li>• Willing and able to work flexibly if required</li> </ul>		
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Our Values	Our Behaviours
<b>Transparent</b>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
<b>Tenacious</b>	<ul style="list-style-type: none"> <li>• 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 greater impact on improving people's lives.</li> </ul>
<b>Inclusive</b>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
<b>Empathetic</b>	<ul style="list-style-type: none"> <li>• We will aspire to always understand the feelings of everyone we work with so that they feel valued and respected.</li> </ul>