



## JOB DESCRIPTION AND PERSON SPECIFICATION

**JOB TITLE:** Children & Young People Coordinator – Young Carers  
**Employed by:** Imago  
**Responsible to:** Children and Young People Manager/Team Leader  
**Working hours:** Full or part time, Monday to Friday. Flexibility required as occasional evening or weekends needed

**Background:** Imago is a social action charity delivering an innovative range of services to individuals, voluntary and community organisations and private and public-sector agencies in Kent, East Sussex, Medway and London. Underpinning our work is a commitment to excellence, evidencing impact and safeguarding vulnerable people. We work with individuals, families, and communities to create change together.

**Purpose of Role:** To support Young Carers to improve their resilience, wellbeing, and educational chances so that they can achieve their full potential

### RESPONSIBILITIES AND DUTIES

- Receive assessments via the Imago central hub and assess level of need, taking a whole family approach
- Develop, monitor and review action plans with Young Carers
- Meet with Young Carers to provide one-to-one or group-based support
- Deliver theme-based workshops; provide additional respite activities where commissioned
- Work alongside statutory agencies, and initiate appropriate referrals
- Signpost to other services in line with agreed action plans
- Recruit, train and manage volunteers
- Develop effective relationships with Young Carers, families, and professionals; advocate for individual Young Carers
- Work with schools, communities and other agencies to increase awareness of Young Carers; deliver training packages, assemblies and presentations; attend events and meetings
- Share resources with families and professionals; contribute to social media; create monthly newsletters
- Maintain excellent records using our bespoke database
- Keep up-to-date with issues affecting young people, both locally and nationally
- Undertake regular evaluation of the services ensuring that the Young Carers are at the heart of the process

- Undertake relevant internal and external training
- Work with an understanding of issues relating to lone working, safeguarding, data protection and confidentiality; and adhere to Imago policies and procedures
- Have a commitment to equal opportunities, ensuring services are accessible to all sections of the community

## ESSENTIAL SKILLS AND EXPERIENCE

- Relevant personal or professional experience of working with children, young people, and families, in social care, health, education or voluntary and community sector
- Ability to work independently and as part of a team; to meet objectives, achieve targets and work to tight deadlines
- Excellent communication skills
- A practical understanding of physical, emotional and attitudinal barriers facing Young Carers
- Confident working within professional boundaries
- Ability to stay calm in challenging situations and have a measured response
- Able to motivate and empower others
- Proficient in using word, excel, websites and experience of using a database; use of social media
- Ability to forge effective relationships at all levels and across boundaries
- Good level of education, ideally degree level or equivalent
- Hold a full driving licence with business insurance and have access to own transport

### Desirable Experience

- Personal experience of being a Carer
- Knowledge of policy and legislation relating to Carers

Post is subject to references and a satisfactory enhanced  
Disclosure and Barring Service check