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**Information for Applicants**

**Meetings Co-Ordinator**

**Hours:** 8 hours a week. These hours are flexible and can be taken across the week with approval from the Chief Officer

**Salary:** £28,528.76 for 37.5 hours, £6086.08 pro rata

**Holiday entitlement:** You will be entitled to 25 days paid leave plus public holiday per annum pro rata

**Closing date: 12pm, Monday 9th September 2024**

Carers Voice Norfolk & Waveney aims to promote equality of opportunity and welcomes applications from diverse candidates with the right mix of experience, skills and potential. We will collect and process the personal data you provide on this application form and any other supporting documentation you submit in order to administer the recruitment procedure for the above role. Further information is available upon request.

Please [click here](https://www.carersvoice.org/wp-content/uploads/2023/08/CVNW-Application-and-Equal-Opps-form-August-2023.docx) to download a copy of the Application and Equal Opportunities Form.

Please ensure that in your personal statement you address how your skills and experience meet the essential criteria of the role (listed below).   
  
For further information about this post please contact Sharon Brooks, Chief Officer, Carers Voice Norfolk & Waveney at sharonbrooks@carersvoice.org

Please return completed applications to: Sharon Brooks, Chief Officer

By email to:

[sharonbrooks@carersvoice.org](mailto:sharonbrooks@carersvoice.org)

Or by post to:

Sharon Brooks

Chief Officer

Carers Voice Norfolk & Waveney

St Clements House

2-16 Colegate

Norwich

NR3 1BQ

*Please be advised that only applicants shortlisted for interview will be contacted.*

Thank you for the interest you have shown in this post, we look forward to receiving your completed application.

**Introduction to Carers Voice Norfolk & Waveney**

Carers Voice Norfolk & Waveney is a user-led charity providing the independent voice of Carers in the way their services are designed, developed and delivered. Its vision is to ensure that unpaid Carers throughout Norfolk & Waveney are valued, recognised, and supported with equal access to a good quality of life that is not prejudiced by their caring role.

The guiding principle that informs our work is expressed in the organisational mission statement:

‘To improve the health and wellbeing of all Carers in Norfolk & Waveney; through partnership working we will ensure that the voice of Carers is heard and listened to, enabling support and services to be designed and delivered that reflect Carers’ needs and interests’.

Carers Voice Norfolk & Waveney facilitates a countywide strategic partnership group and five locality network groups, all of which meet quarterly. CVN&W has a membership of over 2000 Carers and a reach extending to over 100 Carer groups countywide. The organisation is led by a board of trustees, all of whom have lived experience of caring, and who delegate day-to-day management to the Chief Officer who is supported by the Carers Voice Co-Production and Project Officer and the Membership & Administration Officer.

Carers Voice Norfolk & Waveney works in partnership with the Norfolk and Waveney Integrated Care Board which provides the health and social care for Norfolk and Waveney together with statutory and voluntary organisations. We work closely with Norfolk County Council and the commissioned countywide support service for Carers, Carers Matter Norfolk.

Coproduction is central to everything we do at Carers Voice. Carers are ‘experts’ through their lived experience and Carers Voice works to ensure Carers are able to influence change regarding the services, policies and decisions that affect them and the people they care for. Coproduction is an equal relationship between people who use services and people responsible for services. Decision making is shared in planning, design, delivery and monitoring.

Further information about our work can be found on our website at [www.carersvoice.org](http://www.carersvoice.org)

The role will be carried out mainly in weekday office hours and can be flexible to suit the right person. Very occasional evening and weekend work will be required. The role will predominantly involve working from home. Equipment such as mobile phone and laptop, will be supplied. We are looking at the potential of arranging in person meetings which would require some travel within Norfolk & Waveney. A mileage allowance will be paid.

**Job Description**

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| **Job Title** | Meetings Co-Ordinator |
| **Company** | Carers Voice Norfolk & Waveney |
| **Reporting to** | Carers Voice Norfolk and Waveney Chief Officer |
| **Accountable to** | Carers Voice Norfolk and Waveney |
| **Location** | Working from home with some flexibility for face to face meetings |
| **Hours** | 8 hours a week. These hours are flexible and can be taken across the week with approval from the Chief Officer |

**Main purpose of the role:**

We are looking for a Meetings Co-ordinator to join our team.

Are you a great communicator, with first-class organisational skills, and experience of co-ordinating meetings?

Do you have excellent communication and interpersonal skills, with the ability to establish rapport, empathise and build trust with Carers from diverse backgrounds.

The Meetings Co-ordinator will lead the co-ordination and development of the five Local Carer Involvement Meetings and be responsible for facilitating/ chairing these meetings. These meetings are an opportunity for Carers to share their experiences and to come together with practitioners to co-produce solutions to gaps in support. The role involves supporting a network of unpaid Carers in Norfolk & Waveney. You will be helping Carers to have a say on issues that matter to them; strengthening the ‘Carers Voice.’ You will play a key role in outreach, engagement and advocacy, to ensure that Carers Voices are heard.

**Main Relationships:**

The role will maintain effective connections with: Carers and Past Carers (individuals and groups), Co-production & Project Officer, Membership & Administration Officer, Adult Social Services Operational Business Lead and integrated health and care practitioners, service providers and user-led groups and VCSE organisations and statutory bodies such as Healthwatch Norfolk.

**Tasks:**

1. **Networks / Community Development**
2. Lead (operationally) the coordination and development of five Local Carer Involvement Meetings to give Carers a space to share their voice in the design, delivery and evaluation of services and support which affect them, ensuring Carers feel heard and supported.
3. Chair the five Local Carer Involvement Meetings quarterly, providing organisational and facilitation support, including aspects of administration (setting and distributing notes, agendas and documentation and taking forward and reporting back on actions). Minute taking will be provided by another member of staff whenever possible.
4. Develop the membership of Locality Networks to ensure good representation from Carers, Carer peer support groups, practitioners, service managers and commissioners.
5. Building networks between local services and Carers. Collaborate with internal and external stakeholders, including healthcare professionals, social services agencies, and community organisations.
6. Provide a quarterly report on the Local Carer Involvement Meetings to the County Wide Partnership Board and wider Integrated Care System
7. **Communications & Engagement**
8. Build and grow Local Carer Involvement Meetings and the Carers Voice membership
9. Support communications and promotion of the Carer Involvement Meetings and involvement opportunities locally, regionally and nationally
10. Attend events to promote Carers Voice Norfolk and Waveney and the Carers Identity Passport, signposting to support for Carers and reaching hidden and/ or Carers who are not engaged in services
11. **Participation**
12. Support Carers to be involved in co-production activities and opportunities.

1. Facilitate Carers to have a say in the design, delivery and evaluation of services that support Carers and those they care for through Local Carer Involvement Meetings and other services and forms of support as appropriate.
2. Support with identifying local, regional and national involvement opportunities (e.g. consultations, workshops and co-production activities), feeding information through the Local Carer involvement Meetings and Carers Voice membership, providing Carers the opportunity to have their voice heard.
3. **Volunteer Recruitment and Management**
4. Support the ongoing development of a ‘Carers Ambassadors’ programme. Carers Ambassadors are volunteers within Carers Voice who have personal lived experience of caring. They are members of Carers Voice Norfolk & Waveney and regularly contribute to the development and design of services used by Carers within health and social care. Their experience means they are linked in and familiar with services for Carers across the County.

**5. Other**

1. Proactively work with other team members to ensure co-production is embedded in all the work Carers Voice undertakes.
2. Deputise for other members of staff as required and briefed.
3. Contribute to the ongoing monitoring, evaluation, and review of the support for Carers within Norfolk and Waveney
4. Help to capture and publicise Carers Stories to raise awareness of Carers
5. Develop ways to involve and engage Carers with activities happening in the wider health and social care sector so that co-production takes place.

**All Carers Voice Norfolk and Waveney post holders are responsible for:**

1. Working to the policies and procedures of Carers Voice Norfolk & Waveney
2. Promoting equal opportunities and respecting diversity within all aspects of their work
3. Complying with Health and Safety Regulations
4. Carrying out additional duties where appropriate which may be allocated from time to time by the Chief Officer / line manager.

**Person Specification**

**Experience and Qualifications**

**Essential**

Chairing and facilitating meetings, workshops or groups sessions and reporting back on actions progress

Coordinating and networking with local organisations and practitioners

Database management (Mailchimp, Excel, or similar)  
Handling confidential and sensitive information (Data Protection Act 2018 & GDPR compliance)

**Desirable**

Educated to degree level or equivalent

Experience of using social media for promotion and to build networks

Volunteering/ working with Carers/ people who use services/ lived experience of Caring

Meeting/ Events promotion

**Knowledge & Skills  
  
Essential**

Excellent communication and interpersonal skills -written and verbal

IT Literate: use of Mailchimp/ Smart Survey, (Microsoft Office Suite)

Ability to work under pressure, prioritising and managing conflicting workloads

**Desirable**

Knowledge of the health and social care system locally and nationally / issues affecting Carers and the people they care for and organisations who offer support.

Creating professional social media content

Copy writing (creating accurate content tailored to target audiences, print and online)

Experience with wellness and holistic approaches

Understanding of barriers to wellbeing, including but not limited to mental health challenges, socio-economic challenges, and life transitions.

**Attributes**   
  
**Essential**

Reliable, professional with an empathetic approach

able to work as part of a team

Diplomacy: able to handle sensitive and confidential information

Self-motivated: ability to work independently and show initiative

Time management and ability to prioritise workload

**Other requirements**

Occasional work during evenings and/or weekend (attending events)

Ability to travel throughout Norfolk & Waveney

Desirable:

Current driving licence and use of a car