

YOUNG CARERS PROJECT (YCP) MANAGER



Carers deserve to be identified valued and celebrated for what they do and it is our purpose to support them.



YCP MANAGER

Closing date: 5pm Monday 3 November 2025

Interviews: Wednesday 12 and 19 November

Location: Kingston upon Thames with some hybrid working

Working hours: Full time (36 hours per week, which may include some evening/weekend duties)

Salary: circa £41,034

Pension: 4% matched

Holiday entitlement: 25 days per annum plus statutory holidays

Responsible to: CEO

About Kingston Carers' Network (KCN):

Kingston Carers' Network (KCN) is a local registered charity, providing independent information, advice, advocacy and support to people who care for someone living in the Royal Borough of Kingston upon Thames. We support over 4,000 adult carers and over 800 young carers.

We are also committed to ensuring that carers have a stronger voice, and so we offer a range of opportunities for carers to have a say in the way health, social care and carers' services are run in the borough.

We represent our carers' views across the borough to ensure that local decision-makers fully consider the needs of carers.

OUR VISION, MISSION AND VALUES

KCN's vision is a future where unpaid carers are recognised, valued, and enabled to live and care well.

Our mission is to provide tailored information, advice and support to unpaid carers, advocating for better local services that meet their needs.

Values

Everything we do is driven by the following values:

Compassion: We bring an empathetic and caring approach to our work and ensure that carers are treated with compassion and care by others.

Authenticity: We stand with carers and use our independence and lived experience to challenge injustice and champion carers' rights.

Representation: We are proactive in putting unpaid carers at the heart of our decision-making so that carers' diverse perspectives are seen, heard and shape our services.

Expertise: We recognise carers as experts in their loved ones' needs, bringing innovation to our services through co-production and listening and learning from feedback

Relationships: We build and strengthen peer support and community.



HEAR FROM OUR CARERS

**My Daddy cannot see
So he can easily be stung by a bee
I like to help him do small things
Like stopping the bus and reading him the
book Fing
Even though being blind is not fair
It makes me happy to show him that I care**

Young carer, aged 5

I continue to support my daughter. She herself has become a carer for her boyfriend who has become part of our family. I now have a dual role, I care for and peer support my daughter as a mental health survivor and I also use my carer experience to mentor her in her caring role.

It makes me very proud that I can pass on the kindness and understanding that helped me to support her look after someone else.

It's not just that KCN improved my life as a carer. I would say KCN saved my life and enabled me to save the lives of my daughter, her boyfriend and our whole family. I feel so grateful and passionate about this that I have become an advocate for mental health survivors, their carers and neurodivergent people in crisis so that I can reflect back something of what I received.

PURPOSE OF THE ROLE

KCN's Young Carers Project (YCP) provides information, advice and support to young carers in Kingston. Our services include a weekly youth club and drop-in sessions, respite activities during the school holidays, one-to-one mentoring and targeted family support.

This role is responsible for the strategic development, management and day-to-day delivery of KCN's Young Carers Project. The role will ensure that services and support we provide are shaped by the lived experiences and priorities of young carers themselves, as well as aligned to the Borough's All-age Carer Strategy and local commissioning priorities. The role will also play a key role in building partnerships across the health, social care and education sectors to ensure local policies and practices are meeting young carers needs

WHAT YOU'LL BE DOING

Young carers service delivery and development

- Design plan and deliver young carers services in line with strategic priorities and contractual commitments
- Establish and ensure clear and seamless carer pathway for all young carers referred to the service, including transition to young adult / adult carer support services
- Ensure young carer voice is actively embedded in the design, planning and delivery of KCN's services and other local delivery partners
- Ensure service delivery is supported by a robust monitoring evaluation and learning framework, and that data is captured to record progress and inform practice.
- Act as designated safeguarding lead for the service, overseeing the effective management of

safeguarding concerns and referrals

- Ensure carer data is accurately recorded and processed within KCN's CRM database.

Team management

- Manage a small staff team alongside sessional workers and volunteers
- Ensure team members receive regular supervision and support and are working to clear work objectives aligned to team and organisational priorities
- Work with volunteer manager to ensure the service is sustained via a diverse pool of trained, skilled and supported volunteers
- Promote a culture of reflection and learning within the team alongside commitment to principles of equity, diversity and inclusion

Partnerships and funding

- Manage YCP's key funding and delivery partnerships, attending monitoring meetings and preparing reports as required
- Represent KCN externally on relevant young carer groups and forums, actively championing and facilitating opportunities for young carers to directly engage with decision-makers
- Help identify and cultivate new funding and delivery partnerships in support of the service

Other

- Contribute to the wider management and strategic direction of KCN as a member of the Senior Management Team (SMT)
- Undertake other duties in support of the business needs of the charity as required.

WHO WE'RE LOOKING FOR

Essential

Personal Qualities

- Commitment and alignment to KCN's vision, mission and values (compassion, authenticity, representation, expertise and relationships)
- Creative and proactive, with a passion for working with children and young people
- Collaborative and flexible, with a willingness to learn and adapt.
- Resilient and able to work in a fast-paced, emotionally sensitive environment.

Qualifications & Training

- Degree or equivalent experience in social work, youth work, education, health, or a related field.

- Evidence of continued professional development relevant to working with children, young people, or carers.

Experience

- Proven experience of managing projects or services supporting children, young people, or families.
- Experience of working directly with young carers or vulnerable young people in a supportive capacity.
- Experience of partnership working across sectors (e.g. health, education, social care, voluntary sector).

- Experience of managing staff or volunteers, including supervision and performance management.
- Experience of monitoring, evaluating, and reporting on project outcomes.
- Demonstrable experience of embedding carer voice and co-production in service design, delivery, and evaluation.
- Knowledge & Understanding
- Strong understanding of the challenges faced by young carers and their families.
- Knowledge of safeguarding legislation and procedures.
- Awareness of relevant legislation and policy frameworks (e.g. Children and Families Act, Care Act).
- Understanding of equality, diversity, and inclusion principles in service delivery.
- Commitment to amplifying the voices of young carers and involving them meaningfully in shaping services.

Skills & Abilities

- Excellent communication and interpersonal skills, with the ability to engage and build trust with young people.

- Strong organisational and project management skills, including budget management and reporting.
- Ability to lead and motivate a team to deliver high-quality outcomes.
- Competent in using digital tools and systems for case management, reporting, and communication.
- Ability to work independently and collaboratively in a fast-paced environment.
- Skilled in facilitating co-production activities and creating inclusive spaces for young carers to contribute.

Desirable

- Lived experience as a carer or working with carers.
- Experience of securing funding or writing grant applications.
- Experience of local service commissioning
- Knowledge of local services and networks supporting carers and young people.
- Ability to deliver training or workshops to professionals or young people.

WHAT WE CAN OFFER YOU

Community

- Staff away days
- In person social activities

Family

- Our policies include compassionate, dependents, carers and bereavement leave that support the lives of staff who have additional commitments.
- Many of our staff and trustees have experience of caring and we are a carer-friendly organisation.

Holidays

- 25 days annual leave per annum plus statutory holidays – pro-rata.
- Bonus Christmas Leave

Flexible working

- We operate flexible working practices which include working from home, varying start and end times of the working day and compressed hours.
- Staff are expected to record their working hours on a timesheet and will accrue time off in lieu for any hours worked over their contracted hours.

Pay and pension

- You'll be eligible and auto-enrolled into a pension scheme with Scottish Widows. We offer a 4% matched pension contribution after successful completion of three month probationary period.

Learning and development

- A key part of our strategy is to continue to develop and enhance the knowledge and learning experience of our staff.
- Staff have regular supervision which can include a personal support plan. The wellbeing of staff is paramount.

KEY POLICIES

Confidentiality

Employees are bound by the KCN Confidentiality and Data Protection Policy, and are required to observe all the relevant provisions regarding the recording and / or disclosure of information on anyone they may be supporting.

Vulnerable Adults and Child Protection Policies

Employees are bound by the Child Protection Policy and Procedures, and the Protection of Vulnerable Adults Policy and Procedures, including attending relevant training.

Data Protection

Employees are required to observe the provisions of the Data Protection Act 2018 and any subsequent revisions.

Equality and Diversity

KCN is committed to providing services without discrimination to those who are entitled to them, regardless of race, colour, gender, sexual orientation or age, and its workers are expected to strive to conform to this goal.

Health And Safety

Employees are expected to contribute to Health and Safety in the workplace by taking all requisite actions to minimise risks.

HOW TO APPLY

Download an application form from www.kingstoncarers.org.uk. Return completed application forms to admin@kingstoncarers.org.uk.

All applications received will be acknowledged but we are unable to notify applicants that are not invited to interview.

Please note that this post is subject to an Enhanced DBS check.