Carers First



Candidate Pack

Young Carer Programme Coordinator (Medway)

Welcome

Thank you for your interest in working for Carers First as our next Young Carer Programme Coordinator.

This is an exciting, rewarding role bringing young carers together, building strong relationships within communities, and supporting young people to improve wellbeing, reducing isolation, and fulfilling their potential through early intervention, group activities, and personalised support.

You will be joining a charity that has a new ambitious three-year strategy to grow our reach, support and impact for carers, working in collaboration and partnership with a range of statutory, voluntary and commercial organisations.

To be successful in this role you will need:

- experience of working with young people (ideally with vulnerable groups or carers) either, one-to-one or in group settings
- an understanding of young carers and their issues
- excellent communication and interpersonal skills

If you have the passion and drive to make a difference and you have the experience and skills we are looking for, we are keen to meet you - and welcome you to our dedicated and talented team.

Warmest wishes

Kelly Rust
Chief Executive



About us

We understand that life as a carer can be challenging. Getting the support and help you need shouldn't be.

Any of our lives could be turned upside down due to the ill-health, frailty or disability of a family member or friend. In fact, two in three of us can expect to become a carer in our lifetime.

There are currently 5.7 million unpaid carers in the UK, however carer charities estimate that number could be as high as 10.6 million. Their huge contribution saves our economy £184 billion each year - the cost of a second NHS. Each carer's needs and situation are unique, but many face similar challenges. They can struggle to balance employment, finances, or their own wellbeing and time for themselves with their caring role. They may not be aware of the help and support available to them - and that is why we are here.

Carers First works directly with, and for carers, providing personalised information and tailored support in the way that suits them: online, on the phone, or face to face in their local community. With the help of our supporters and volunteers, we can continue to be there for carers, helping them find balance, and to live their lives to the fullest - today, and for years to come.



Our values

We are:

Positive
We are dedicated to working with carers to make a positive, material difference in their lives. We celebrate diversity and work in an inclusive, positive and supportive way, actively listening and valuing everyone's contribution.

Collaborative
We recognise the importance and strength of working in collaboration with local and national organisations to deliver improved support to carers. We also know the importance of collaborating with our Carers First colleagues, sharing knowledge and learning, being curious, respecting differences and working with integrity and transparency.

Ambitious
We are ambitious and tenacious in our determination to support more carers in better ways. We will innovate and develop our programmes of support, so more carers are able to obtain the support they need, at the time they need it, to achieve a balance in their lives and enable them to live their lives to the fullest.

Diversity and Inclusion

We are proud to be a diverse and inclusive workplace.

Carers First is committed to promoting equal opportunities in employment. Employees and any job applicants will receive equal treatment regardless of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation (Protected Characteristics).

Carers First has an absolute commitment to equality and diversity which is about:

- Recognising and valuing difference.
- Recognising and seeking to redress inequality and disadvantage.

Our commitment is firmly founded on our belief that:

- To offer services that are personal, committed and creative we need a diverse staff team who can respond to our carers as individuals.
- To attract, keep and motivate the most talented staff, we need to:
    - Reach out to all sections of the community.
    - Provide a working environment in which everyone feels valued, respected and able to contribute.

The charity recognises that true diversity in service delivery provision and within the staff group also involves a willingness to act, where necessary, at combating the effects of existing barriers to fair and equal treatment.



Our strategy 2024-2027

Our three-year strategy will enable us to grow our work to reach and support significantly more carers, deliver innovative programmes of support in coproduction with carers and forge new collaborations to scale our reach, support and impact for carers.

Strategic Objectives

Over the next three years Carers First will:

1. Reach and engage more carers early in their caring role
2. Develop new innovative models of collaboration, delivery and programmes with the potential to scale our reach and impact
3. Achieve the highest quality of support possible, so we can maximise the difference made to carers lives
4. Champion talent and diversity
5. Grow and diversify our income to enable us to achieve more for carers.

Our support and services are designed with carers, ensuring the support we offer is inclusive and accessible to all carers in different communities.

By joining Carers First, you will play a vital part in helping us achieve this. You can help us achieve something amazing.

How we work

We support young carers, young adult carers and adult carers throughout England with our comprehensive online offer including information, advice and guidance, tools, resources and training, as well as through our vibrant online peer support communities.

We also deliver locally commissioned services in Lincolnshire, Essex, Medway, Southend and in four London Boroughs.

We offer a range of support options for carers to access in ways that work best for them:

- **Face-to-Face Support**: Available both one-to-one and in group settings, providing personalised and community-based assistance.
- **Online Support**: Accessible resources and virtual sessions to ensure carers can connect with us anytime, anywhere.
- **Dedicated Helpline**: A trusted source of advice, guidance, and a listening ear for carers navigating their journey.
- **Extensive Online Resources**: Comprehensive and easy-to-use tools, guides, and information to empower carers with knowledge and confidence.
- **Collaborative Partnerships**: Working with organisations and communities to provide a seamless network of support tailored to carers' needs.

Our impact and reach

Carers First Impact Framework sets out our Theory of Change and the measures and tools we use to understand the outputs, outcomes and impact of the support we provide.

Last year, we reached over 330,000 people to provide information about caring and 51,000 carers are registered with us to receive information and support.

In numbers

- 96% of carers felt more resilient in their caring role after our support.
- 95% of carers felt listened to and that their own needs were taken into account through our interventions.
- 93% of carers felt more confident and informed in their caring role after our support.







Join our team

When you join Carers First, you join a vibrant, inclusive, and supportive team who all have a shared interest in supporting unpaid carers to continue living their lives to the fullest, across the country.

In a community dedicated to caring, we believe that our employees and volunteers really do make a difference, therefore, we emphasise the importance of learning and development, as well as actively encouraging them to develop their skills with our fantastic learning and development programme. This means that all of our team become the best that they can be, whilst helping others do the same.

The role

Job Title:	**Young Carer Programme Coordinator (National Lottery)**
Salary range:	**£25,621 per annum**
Contract:	**Fixed-term Contract until March 2029**
Hours:	**37 Hours per Week**
Location:	**Flexible and hybrid working in the community - Medway**

Job Description

Job title: Young Carer Programme Coordinator (National Lottery)

Reports to: Team Lead (Medway)

Purpose of the role: To bring young carers together, build strong relationships within communities, and support young people to improve wellbeing, reduce isolation, and fulfil their potential through early intervention, group activities, and personalised support.

Job Overview

The Young Carer Programme Coordinator will

1. Deliver effective, strengths-based support that provides young carers with personalised information, advice and support planning, ensuring interventions are timely, appropriate and responsive to their assessed needs and contractual requirements.

2. Support young carers through key transition points, working collaboratively with young carers, schools and community services to promote continuity of support, successful progression and positive outcomes.

3. Deliver flexible and accessible support through a range of approaches, including one-to-one support, group activities, school-based provision and community engagement adapting delivery to meet the needs of young carers.

4. Develop and maintain effective partnerships with young carers, families, education providers, community organisations and internal teams to strengthen engagement, increase referrals, support early identification and improve access to services.

5. Maintain accurate and timely records, monitoring activity, outcomes and impact to meet contractual requirements and support effective performance reporting and service development.

Responsibilities and Duties

1. **Deliver effective, strengths-based support that provides young carers with personalised information, advice and support planning, ensuring interventions are timely, appropriate and responsive to their assessed needs and contractual requirements.**

- Provide a personalised, strengths- based service to young carers, grounded in trust, respect, and dignity.
- Deliver high-quality information, advice, guidance, emotional, and practical support that responds to identified need.
- Work collaboratively with young carers to develop personalised support and action plans that build resilience, confidence, and sustainability in the caring role.
- Maintain a strong understanding of support available to young carers and ensure advice and information provided is accurate, relevant and timely.

2. **Support young carers through key transition points, working collaboratively with young carers, schools and community services to promote continuity of support, successful progression and positive outcomes.**

- Work closely with young carers to support key transition stages into adulthood, education, training, employment, and appropriate services.

- Coordinate and contribute to targeted workshops and activities that empower young carers to make informal choices about their future.
- Deliver support flexibly through a range of methods, including 1:1 support, groups, school-based work, home visits, and virtual engagement.
- Develop this funded project in a meaningful, outcome-driven way that meets the expectations of funders while remaining responsive to young carers lived experience.

3. **Deliver flexible and accessible support through a range of approaches, including one-to-one support, group activities, school-based provision and community engagement adapting delivery to meet the needs of young carers.**

- Be proactive in identifying young carers through partnership working, outreach, and relationship building with community groups, education providers, and internal teams.
- Work closely with Carers First Operational Teams to assess local need, facilitate referrals, and ensure coordinated support.
- Attend and contribute to safeguarding meetings for young carers on the caseload and support colleagues where required.
- Contribute to awareness raising activity, including national events such a Young Carers Action Day, Carers Week, and Carers Rights Day
- Work flexibly to meet service need, including occasional evenings, school holidays, and activities outside standard working hours.

4. **Develop and maintain effective partnerships with young carers, families, education providers, community organisations and internal teams to strengthen engagement, increase referrals, support early identification and improve access to services.**

- Plan and deliver 30 age- specific, face-to-face peer support groups, each supporting 10-12 young carers to:
    - Reduce isolation
    - Increase coping mechanisms
    - Foster peer connection and belonging

- Design and deliver a holiday programme of 30 co-designed, age-appropriate wellbeing activities (e.g., theatre trips, Chessington), offering young carers:
    - Respite from caring responsibilities
    - Opportunities for fun, confidence building, and positive memory making.
    - Approximately 600-720 participant experiences over two years

- Facilitate 20 drop-in lunch clubs across primary and secondary schools, supporting small cohorts of young carers by:
    - Providing engaging social and educational activities
    - Offering access to timely 1:1 support
    - Creating safe spaces that build belonging and improve wellbeing
    - Approximately 160 participant experiences over two year

- Deliver 450 individual support sessions, including:
    - Development and implementation of personalised young carer support plans

- Regular and timely reviews of progress
- Approximately 900 participant experiences over two years

5. **Maintain accurate and timely records, monitoring activity, outcomes and impact to meet contractual requirements and support effective performance reporting and service development.**

Improving Places and Spaces that matter to communities

- Co-deliver eight family empowerment courses in partnership with North Kent Mind, supporting 48 families through:
  - A whole family, holistic approach.
  - Focus on self-care, emotional wellbeing, and mental health
  - Approximately 96 participant experiences over two years

- Organise and deliver quarterly training sessions for up to 72 young carers, covering topics such as:
  - Confidence-building
  - County lines and exploitation awareness
  - Life skills and resilience
  - Empowering young carers to make positive life choices and reach their potential
  - Approximately 144 participant experiences over two years

Enabling Early Support & Progression

- Support young carers to access progression routes into Young Adult Carers services.
- Provide ongoing signposting and networking with community-based services, including:
  - Early help
  - CAMHS
  - School nurses and education settings

- Contribute to early identification of young carers and share learning and good practice with partner agencies.

These are the normal duties that are required for this position. However, it is necessary for all employees to be flexible and they may be required, from time to time, to perform other duties as may be required for the efficient running of the charity. This Job Description is non-contractual, it will be subject to reviews and may change.

The postholder will take responsibility to integrate safeguarding into all aspects of their work, complying with organisational policies and frameworks.

The postholder will be expected to ensure that their work complies with contractual terms and conditions, the charity's policies and procedures and key legislation, including the General Data Protection Regulation (GDPR) and charity law.

Person Specification

Education

- NVQ Level 2 or relevant experience
- Evidence of further relevant training or continuing professional development

Skills and Experience

- Excellent verbal and written communication skills, with the ability to communicate effectively with young carers, families, professionals and partner organisations.
- Strong organisational and time management skills, with the ability to manage a varied caseload, plan activities and meet agreed deadlines and targets.
- Experience of delivering effective one-to one and group support to children and young people, ideally young carers or those experiencing vulnerability.
- Experience of developing and maintaining positive relationships with schools, community organisations, statutory services and other professionals.
- Ability to plan and deliver engaging activities, workshops, peer support and wellbeing opportunities for young carers.
- Experience of providing information, advice, guidance, signposting and practical or emotional support based on individual needs.
- Understanding of safeguarding principles and the ability to recognise, respond to and appropriately escalate safeguarding concerns.
- Understanding of the needs and experiences of young carers and the impact of caring responsibilities on wellbeing, education, relationships and future opportunities.
- Knowledge of relevant statutory and voluntary services and the ability to develop effective referral and support pathways.
- Ability to maintain accurate and timely records, monitor outcomes and contribute to contractual reporting and service development.
- Hold a full current UK driving licence.

IT and digital Experience

- Highly competent in use of IT (Microsoft Applications, Word, Excel, Outlook), mobile telephony and social media platforms

Personal Qualities

- Ability to demonstrate understanding of and an **ambitious** commitment to the goals and values of the charity.
- Demonstrate a **positive** level of professional credibility, integrity, and emotional resilience.
- Self-motivated, **collaborative,** and able to work flexibly, whilst maintaining good work/life balance.

Rewarding our employees

We provide a reward package for our employees upon joining Carers First.

Our reward package includes:

- 26 days Annual Leave which increases with continuous service + Bank Holidays.
- 1 days Birthday Leave
- Benenden Private Healthcare Membership (following successful probationary period)
- Pension
- Death in Service Benefit
- Employee Assistance Programme
- Carer Passports
- High Street Discount Platform
- Flexible Working Options

How to apply

To apply for a role with Carers First, please complete in full our online application form via our website: https://www.carersfirst.org.uk/about-us/working-for-us/

Appointments are subject to Carers First receiving an appropriate disclosure from the Disclosure and Barring Service that we consider acceptable.

We encourage and welcome applications regardless of gender, ethnicity, religion, disability, sexual orientation or age.

If you would like to discuss this role confidentially, please contact us at, recruitment@carersfirst.org.uk, and we will be happy to organise one of the Team to contact you.

Interview process

All successfully shortlisted candidates will be contacted directly and invited to interview.

Closing Date: **11 December 2026**

Interview Dates: **To be confirmed**

Tips on completing your application

- Read the Job Description and Person Specification carefully.
- Be sure to include your employment history, details of relevant duties to the role you are applying for and any transferable skills you may have.
- Include any other work or volunteering experience you have which you feel is relevant.
- Read the Skills and Experience required for the role in the Person Specification and demonstrate clearly in your application evidence of how you meet each of these.

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Carers First

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