



Job Information Pack

Carers' Information Programme Development Manager

October 2009

Carers' Information Programme Development Manager – Job Information Pack

Dear Applicant

Carers' Information Programme Development Manager

Thank you for your interest in the above position with Alzheimer's Society. Please find enclosed an information pack as requested.

We ask you to fill in your application carefully, giving all relevant information and in particular, setting out the ways in which you meet the competencies outlined in the job description. You should provide clear and concise examples of a time when you have had to use the necessary skills.

The application should be typed or completed in black ink. The panel will be considering the presentation of your application during the selection process.

Your completed application should be returned to us by **5pm on 18 November 2009**. Late applications will not be accepted.

Interviews will be held on 30th November 2009.

Please send your completed application form to:

**Human Resources
Alzheimer's Society
Devon House
58 St Katharine's Way
London E1W 1JX**

Or e-mail recruitment@alzheimers.org.uk

CVs will not be accepted.

Yours faithfully

Mary Garvey
Director of Service Development

Alzheimer's Society

Information for Candidates

Alzheimer's and Dementia

Alzheimer's Society is concerned with all forms of dementia, of which Alzheimer's is the most common. Structural and chemical changes in the brain are responsible for the devastating effects of dementia which include deterioration of memory, confusion over time and place, changes in personality and behaviour together with the loss of everyday skills such as driving or telling the time and, as the condition progresses, the ability to wash or dress or even recognise friends.

More than 700,000 people in the UK have some form of dementia - one in 20 of those aged 65 or more and one in five of the over 80s. As the population ages we expect this figure to rise and demand for specific services to grow.

Alzheimer's Society

Alzheimer's Society is the leading national care and research charity for people with all forms of dementia, their families and carers. We offer support, give information and advice, run day care and home care services, campaign for adequate benefits, proper assessment and high quality care and we fund research into the causes and possible treatments for dementia.

The Society delivers its services through a combination of national and local activity and last year provided help to over 100,000 people.

Alzheimer's Society is made up of approximately 240 local branch operations, varying in size from £10k to £600k pa, supported by a central office based in London. We employ approximately 1,800 staff and benefit from the time and commitment of up to 5,000 volunteers covering a range of duties from direct care to finance. The Society has grown to this size in under 30 years, and is still ambitious. The challenge is to build on its successes, to actively pursue its growth and develop services across the country, whilst at the same time improving governance arrangements and the management of risk.

Carers' Information Programmes

There is evidence from within Alzheimer's Society and elsewhere that information programmes help carers to care for a person with dementia and so impact on the quality of life of both the carer and the person with dementia.

Alzheimer's Society currently provides carers' information programmes in about forty locations. They usually consist of 6-8 sessions of 2-3 hours and cover information about dementia, local support, taking care of oneself, financial matters, etc. Programmes have all been locally developed, often with little resource. We now want to draw on that experience to develop a quality programme that will be used across the organisation both face-to-face and online.

Carers' Information Programme Development Manager – Job Information Pack

This process will involve learning from our experience and best practice, working with a group to develop a information programme, then piloting and rolling out the programme across the organisation.

Job Description

Job title: Carers' Information Programme Development Manager

Job family: Information and Support

Length of post: Three years

Main purpose of job:

To develop a quality carers' information programme available face to face and online that will be rolled out across the whole organisation, ensuring that all carers receive consistently high quality information by attending our carers' information programmes.

Position in the organisation:

Reports to the director of service development, working on a Society-wide programme.

Scope of job (family):

The carers' information programme development manager provides vision and leadership to a working group of carers, staff, volunteers, and professionals who will advise on the need, development, content and delivery of consistently high quality carers' information programmes. The carers' information programme development manager will manage the programme development, piloting and embedding across the Society, working closely with services directorate management and service improvement managers.

Dimensions and limits of authority:

- Responsible for scoping, developing, piloting and embedding a high quality carers' information programme across the Society, available face to face and online
- Responsible for leadership of a working group that will advise on the work
- Responsible for a budget of £500k over three years
- Responsible for the development of all supporting materials, guides, processes to ensure the sustainability of a quality carers' information programme.

Duties and key responsibilities:

1. To establish a working group of carers, staff, volunteers and professionals to advise on the development of the programme and provide vision and leadership to this group

Carers' Information Programme Development Manager – Job Information Pack

2. To develop a detailed plan for the programme, including a communications plan, in consultation with the working group
3. To co-ordinate regular meetings of the working group and provide them with progress reports, including financial reports
4. To scope existing carers' information programmes internally, particularly the Caring with Confidence programme and use learning to inform the development of the programme.
5. To scope carers' information programmes in other organisations, identifying opportunities for partnership working, where appropriate
6. To work in consultation with the management information team to establish baseline data about the service within the organisation, in order to be able to set up measures against which progress can be tracked
7. To develop the design and content of the carers' information programme, including guidance for facilitators and handouts for participants
8. To develop a training course for facilitators that will ensure that they have the skills they need to facilitate high quality carers' information programmes
9. To explore opportunities for achieving accreditation for facilitators, working closely with the Learning and Education Team
10. To identify five sites where facilitator training and the carers' information programme will be piloted
11. To develop and promote marketing materials for the programme, face to face and online
12. To document lessons learnt from the pilots and use this as a platform for future improvements
13. To launch the programme at one site in each of the Society's areas across England, Wales and Northern Ireland
14. To develop the programme online, working in collaboration with IT and the website team
15. To be responsible for the development of adapted learning materials appropriate to the needs of specific groups e.g. materials in Braille
16. To manage a budget of £0.5 million over three years
17. To input into reports for funders on the development of the programme against the agreed targets
18. To work collaboratively with relevant colleagues to establish the programme, particularly local services managers, new media manager, marketing staff.

Additional responsibilities:

1. To adhere to all the Society's service standards, policies and procedures.
2. To comply with the data protection regulations, ensuring that information on clients remains confidential.
3. To be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
4. To work collaboratively with fundraising and media and campaigns teams, sharing responsibility for the achievement of jointly agreed objectives, as appropriate.
5. To work in a manner that facilitates inclusion, particularly of people with dementia
6. To implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
7. To administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines and reporting requirements.
8. To follow the Society's management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines.
9. Where appropriate, to recruit, induct and support volunteers.
10. To undertake any 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 the designated line manager.

This job description is not exhaustive and serves only to highlight the main requirements of the post holder. The line manager may stipulate other reasonable requirements. The job description will be reviewed regularly and may be subject to change.

Person specification – Carers information programme development manager

All of the following requirements are essential, unless marked with a * when they are desirable, and will be assessed from a combination of information provided from the application form, extended interview process, panel interview and references:

Education and qualifications	Application	Interview
To NVQ Level 4	✓	
A qualification in facilitation or training	✓	
Skills and experience	Application	Interview
Excellent writing skills	✓	✓
Experience of training facilitators	✓	✓
Experience of writing materials for training and development, face to face and online	✓	✓
Good organising and time management skills	✓	✓
Excellent communication skills, verbal and written	✓	✓
Experience of working collaboratively with partner organisations		✓
Experience of detailed planning in complex environments	✓	✓
Experience of working with an advisory group*	✓	✓
Experience of leading and motivating others across large geographical locations	✓	✓
Experience of managing a budget	✓	✓
An understanding of the needs of carers		✓
Experience of record keeping and report writing	✓	✓
Personal attributes / qualities	Application	Interview
Able to represent the needs of the organisation and clients externally	✓	✓
Able to travel independently across England, Wales and Northern Ireland	✓	
Non judgemental communication		✓
Commitment to and understanding of equal opportunities		✓
Understanding of the inclusion agenda and its relevance within a diverse society		✓

Job Application Guidelines

Alzheimer's Society aims to be an equal opportunities employer. We aim to treat every applicant fairly. The information you provide in your application form is the only information we will use in deciding whether or not you will be invited for interview, so it is important that you complete it with care. To help you, please follow these guidelines.

1. Please complete all sections of the form.
2. Please complete the application form in black ink, as it will be photocopied. Do not stick or glue paper to the back of the form – it gets caught in the photocopier. Please add a separate piece of paper instead.
3. After reading the person specification and job description, think carefully about your application and consider to what extent you have the skills and experience necessary to meet the requirements of the post.
4. Your last and present post allows you the opportunity to tell us about the work you are doing or have done in the past. Be as brief as you can, and use the personal statement at the back of the form to describe in more depth your skills, knowledge and experience relevant to the job.
5. Under the section 'Education, qualifications and training' you are asked to state your qualifications or name a course that you attended. We do not need a full account of your education since your junior school days. It is sufficient to state that you have a specific number of 'A' levels and GCSEs unless you are asked for a specific qualification on the person specification, such as GCSE English. You should mention qualifications or training relevant to the post you are applying for.
6. The personal statement is an important part of the application form and should be used to tell us how you meet the person specification. Always remember to specify your responsibilities rather than those of your section or department. Remember to explain how your current or previous experiences relate to the job you are applying for.
7. Please ensure that your completed application form is returned by **5pm** on the closing date stated on the advertisement. Do not attach any other documentation apart from the equal opportunity monitoring form. Any attachments, such as CVs, references or photocopies of your qualifications, will be disregarded and will not be seen by the selection panel.
8. In order to make good use of the charity's money, your application will not be acknowledged unless you enclose a stamped addressed postcard or similar, nor will you hear from us unless you are selected to attend for interview.

Information for Candidates

Terms and Conditions of Employment

Outlined below are some of the main terms and conditions of employment relevant to all employees of the Society.

1. Probation

All posts are subject to a probationary period of 12 weeks unless otherwise stated on the letter of appointment. During this probationary period, either party may give the other one-week's notice in writing to terminate the employment. After successful completion of the probationary period, the notice stated on your contract of employment will apply.

2. Annual Leave

The holiday year runs from 1 April to 31 March. In each holiday year, in addition to bank and statutory holidays, the holiday entitlement in the first full year will be 25 days, scaled down according to start date. This then increases in line with service as follows: During the first full leave year and up to 2 leave years 25 days, third leave year 26 days, fourth leave year 27 days, fifth leave year 30 days. Holiday will be calculated on a pro-rata basis for part-time workers.

3. Pension Scheme

The Society currently operates a Group Personal pension scheme. All employees under the age of 75, may join the scheme on completion of the probationary period. Employees may contribute a percentage of their salary to the scheme, and the Society will double the employee's contribution up to 8% of the employees' gross salary. This will mean that a 1% employee contribution will attain a 2% contribution from the Society and a 4% contribution will attain the maximum 8% from the Society. Alzheimer's Society will not pay into a personal pension scheme. .

4. Salary Payment

All new employees are placed on a grade based on the Society's salary scheme, which is normally reviewed in April of each year.

The commencing salary is as stated in the letter of appointment. Salaries are paid in arrears on the 25th of each calendar month, by direct credit transfer into a bank or building society account. (If the 25th falls at a weekend, payment is made on the working day immediately prior to the 25th)

5. Sick Leave

The Society operates an occupational sick pay scheme that is based on length of service with the Society.

6. Retirement Age

The Society's normal retirement age is 65. However, staff may be employed who are over the age of 65.

Any applicant aged 65 and over who is successful in obtaining a position with the Society should be aware that as a result of the Employment Equality (Age) Regulations 2006 they will now have the statutory right to claim unfair dismissal. They will now also be entitled to a statutory redundancy payment if they are made redundant. In addition, they also have the right to claim statutory sick pay for up to 28 weeks if they are absent to work due to sickness.

7. No Smoking

The Society operates a no smoking policy.