



## **Job specification for role of Chief Officer**

### **Responsible to – Chair/Board of Trustees**

#### **Job Purpose**

To provide strategic leadership and vision in partnership with the Board of Trustees, promoting an inclusive and learning culture for both staff and volunteers to develop and grow whilst ensuring that the voice and needs of unpaid carers are at the centre of all decisions.

#### **Principal Accountabilities**

1. Ensure the organisation provides quality, bi-lingual and inclusive services which support the diversity and needs of unpaid carers in North West Wales, meeting their individual needs in an ever changing and challenging environment.
2. Ensure services are relevant to carers' needs and work in partnership with other statutory/voluntary services to provide and to develop the best services possible for unpaid carers with the well-being and safety of unpaid Carers being at the centre of all planning.
3. Provide leadership to empower and inspire staff and volunteers to achieve the objectives of Carers Outreach Service.
4. Be responsible for the management and administration of the organisation maintaining sound governance principles in line with its policies and procedures.
5. Ensure Carers Outreach Service remains sustainable and seek opportunities for growth and development.
6. Work together with the Board of Trustees and key stakeholders to develop the strategic direction and vision of the organisation ensuring operational plans, budgets and proposals are available and presented to the Board for scrutiny and approval.
7. To Support the Board of Trustees to fulfil its legal responsibilities providing updates on policy and legislative changes, ensuring timely and accurate information is presented to the Board whilst maintaining an open and honest dialogue.
8. Promote the public face of Carers Outreach Service at all levels ensuring that the organisation is represented and participates in key meetings to raise awareness of carers' issues and keep the voice of carers at the forefront of local, regional, and national agendas.

**Operational Accountabilities:**

1. Be responsible for the negotiation and overseeing of new and existing agreements/contracts in line with sustainable growth, and development principles.
2. Ensure systems are in place to ensure timely reporting back to funders and partners, safeguarding the organisation against financial and/or reputational risk.
3. Co-produce relevant, high quality and seamless services for carers through effective engagement with stakeholders and carers.
4. Review and update key Strategies and Operational Policies in a planned and timely manner presenting recommendations to the Board as appropriate.
5. Identify and promote good practice wherever possible ensuring quality standards are met.
6. Promote a culture of learning and inclusion within the organisation providing regular and structured supervision to staff and encourage personal development through training and mentoring.
7. All duties and responsibilities should be carried out in accordance with Carers Outreach Policies and Procedures, in particular those on Equality and Diversity, GDPR, Health and Safety and Safeguarding.
8. Ensure a Bilingual and inclusive service is available to all carers in North West Wales.