

Job Description

Parent and Carer Programme Manager

Location: The role is based at the Trust's office in West Berkshire although our flexible working policy offers a blend of home and office-based working

Accountable to: Head of Charitable Activities

Responsible for: Parent and Carer Programme Officer/Assistant

Start date: As soon as possible

Hours of work: 35 hours/week, permanent, with flexible hybrid working arrangements available

Salary range: £28,000 - £35,000 FTE, depending on experience

Purpose

To support the lived experience parent and carer leads to expand the reach and impact of the Trust's Parent/Carer Peer Support (PCPS) Programme, growing the Charlie Waller brand and mission, and realising our vision.

About the role

The Parent and Carer Programme Manager is an exciting new opportunity to join a leading mental health charity as we expand our offer to parents and carers.

The role will:

- Work with a wide range of stakeholders to support the continued growth of 'PLACE', our network for parents and carer, projects and groups - for example developing universal resources that can be adapted for local use.
- Support the development and implementation of new training programmes across the UK for parents and carers with lived experience of supporting a child or young person with mental health problems. The training programmes will enable those trained to become peer support workers within children and young people's mental health services – or other settings such as family hubs – supporting other parents and carers with similar experiences.
- Work closely with the CEO and specialist advisers to ensure our work remains focused and driven by our values, in particular honouring the importance of lived experience within the programme.
- Support the Lived Experience Lead and other specialist advisors to build relationships with parent and carer groups, local mental health services and other partners.
- Work with other teams within the Trust to identify opportunities for cross programme working to develop the parent carer offer.

We're talking mental health

The Charlie Waller Trust

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The Charlie Waller Trust is a trading name of The Charlie Waller Memorial Trust

The Charlie Waller Memorial Trust is a registered charity in England and Wales 1109984.

A company limited by guarantee. Registered company in England and Wales 5447902. Registered address: as above.



About our team

This role sits within our small but effective Parent and Carer team. We are a dedicated and friendly team, deeply committed to supporting parents and carers to help their children and young people thrive. We take a co-production approach: parents and carers with lived experience of supporting a child with a mental health problem are involved as partners in shaping and delivering our work, as are professionals.

There is an increasing need for mental health support amongst children and young people. We know that parents and carers benefit from the support of people who've been through similar experiences. Our response to this has been built on co-production. It includes;

- Creating a national network of parents and carers who are supporting a child with a mental health problem, led by parents and carers.
- Piloting the first dedicated training for parents and carers who wish to become peer support workers.
- Raising the profile of parents and carers of children with emotional or mental health difficulties at local and national levels.

About the Charlie Waller Trust

The Charlie Waller Trust was created by the Waller family in 1997 in response to the loss of their son and brother Charlie who tragically took his own life whilst suffering from depression. We have since become one of the UK's most respected mental health charities.

Our overarching mission is to educate young people and those with responsibility for them - parents and carers, teachers, college and university staff, and employers - about their mental health and wellbeing.

At Charlie Waller, our vision is of a world where people understand and talk openly about mental health, where young people and those who support them are equipped to maintain and enhance their mental health and wellbeing and have the confidence to seek help when they need it.

Caring for a child or young person with mental health problems can be devastating and the Trust offers free resources to parents and carers to help them learn how to support children and young people who are struggling.

Key responsibilities

- Plan, support and facilitate a range of projects within a programme structure considering interdependencies and mitigation of issues and risks, in particular but not exclusively the development of the PLACE network, the continued roll out of the Parent Carer Peer Support Training Programme and its evaluation, and the delivery of the Parent Carer Peer Support worker programme.
- Identify, fulfil developing needs and promote the Parent Carer Programmes with key stakeholders including including Health Education England (HEE), Integrated Care Systems Commissioners and Service Leads.
- Horizon scan, keeping abreast of policy or other issues that might impact on the programme positively or negatively. Identify new opportunities and work up new projects from scratch.



- Ensure accountability, managing the programme budgets and contributing to the effectiveness of our governance, work programme, quality assurance returns and business planning.
- Manage and support the development of other staff members in the team, embodying a collaborative and supportive leadership culture in line with the values and behaviours of the Charlie Waller Trust (CWT).
- Ensure all materials are of high quality, including writing briefings for senior stakeholders, working with communication team colleagues and disseminating all aspects of our parent and carer programme to our internal and external audiences.
- Collaborate with colleagues across CWT to identify and develop projects for funding bids and contribute to proposals and presentations where required.
- Monitor progress against targets and provide regular updates.
- Attend CWT and other events to establish new contacts, develop existing relationships, and raise CWT's profile with potential supporters.
- Ensure that systems and processes are effective, and that our database is being updated and used as the central source of information.
- Liaise with a wide variety of people and organisations, including supporters of the Trust, trainers, funders, other statutory and voluntary organisations who work in the mental health field, and members of the public.
- Ensure that the needs of minoritised communities are considered and embedded.
- Always ensure compliance to data protection, safeguarding, confidentiality and relevant organisational policies and procedures.
- Other duties as may be reasonably prescribed by the Trust, appropriate to the grade and responsibilities of the post.
- Attend regular team meetings with colleagues.
- Personal learning development and keeping up to date on research, relevant legislation, policy and practice, and other literature relevant to the role.

Person specification

The successful candidate will likely have the following competencies and experience but not necessarily all. If you feel that you are a strong candidate, please do still apply.

Experience

- Experience in managing projects or programmes
- Experience of budget management
- Proven line management experience
- Ability to produce high quality communications, briefings and submissions
- Experience of setting and monitoring plans, targets and objectives
- Experience of navigating complex systems and contract negotiation
- Knowledge of children and young people's mental health systems in the UK
- Project management skills and experience, including managing multiple projects simultaneously, if no formal project management training is in place training will be given as CPD
- Knowledge of GDPR requirements

Skills and knowledge

- Highly organised and able to prioritise, plan effectively, delegate and work at pace to deadlines
- Leadership skills that encourage team members to contribute effectively to the smooth running of the programme



- Impeccable eye for detail and be able to problem solve at pace and speed
- Excellent interpersonal skills to enable building of effective relationships, both internally and externally, with confidence in negotiation, influencing and sustaining relationships
- Excellent written and oral communication skills, with the ability to communicate complex ideas well in writing and verbally
- Knowledge of effective monitoring, evaluation and impact measurement
- Abilities and willingness to learn to use relevant software and applications (such as Teams, SharePoint, OneDrive, Umbraco, Dynamics365, Microsoft Office)

Personal Attributes

- Comfortable and confident in representing the charity
- Reflective and able to learn from experience
- Empathy and ability to understand the challenges facing parents and carers
- Interest in and awareness of mental health issues and a commitment to working to meet the charity's objectives
- Capable of working as part of a team and autonomously
- Enthusiastic and flexible with a strong willingness to learn

Benefits

We want people to thrive at the Trust; we believe you do your best work when you feel your best. That being the case, our team comes first, and we are proud of our culture: we offer a supportive, flexible and enjoyable place to work.

As part of our employed team, the following benefits are available to you:

- A workplace pension scheme to support you with saving for your retirement, into which we pay 3%.
- Generous annual leave allowance - 22 days plus public holidays and the period between Christmas and New Year (and 2 extra days after two years' service +1 day per additional year, up to a maximum of 5).
- Flexible working - offering a blend of home and office-based working.
- Access to talking therapies.
- Access to a comprehensive 'Mental Health and Wellbeing Plan' (with a designated wellbeing lead and champion) – the aim of which is to help keep all staff mentally well and to support them through periods of poor mental health.
- Happier weekdays – Get to know colleagues better through team lunches and socials.
- Investing in you – We value regular 1 to 1s between staff and line managers to provide personal and professional support.
- Learning and development
 - When you grow, we grow. We're keen to support your professional development. Take a course, buy a book, gain some knowledge - we'll support you to do so.
 - As well as a comprehensive induction, you'll also benefit from internal skill-shares and team days for the chance to reflect and hone your skills with the rest of the team.



To apply

Please contact Kate Headford at CharityPeople direct on 07563 030597 or email kate@charitypeople.co.uk

The deadline for applications is XXX at XXX. You will hear back from us during the week commencing XXX and, should you be shortlisted, an **interview will take place online on the Thursday 7th July** and will involve a competency interview along with a *short 5 minute presentation and task*. We will provide details about the task a week in advance to allow candidates time to prepare and we will also provide the interview questions 30 minutes in advance so that all candidates can perform at their best.

We're looking forward to hearing from candidates who want to help us make our vision a reality. We are keen to hear from individuals with personal experience of mental health difficulties and we particularly encourage applications from racialised and minoritised communities, and from men, who are currently under-represented at the Trust.