

GLASGOW ASSOCIATION FOR MENTAL HEALTH

JOB DESCRIPTION

Post: Team Coordinator (GAMH North East Carers Team)

Reports to: Carers Service Manager

The Team Coordinator will provide first-line management to our Carers Team, ensuring that service delivery aligns with key service objectives and the expressed needs of Carers. You will coordinate a team that delivers compassionate and respectful support to Adult Carers, Young Carers, and their families. The postholder will also carry a caseload and work with individuals to develop a Carer Support Plan or Young Carers Statement that helps unpaid Carers achieve their identified goals and outcomes

Key Responsibilities

Team Leadership

- Provide first-line management to team members, including regular supervision, support, and performance reviews.
- Foster a supportive and accountable team culture that reflects the organisation's values.
- Ensure all team members receive appropriate training and opportunities for professional development.
- Plan and allocate team resources effectively, based on the needs of Carers and the service.

Stakeholder Engagement

- Develop and maintain strong, positive relationships with a range of partners, including Social Work, Primary Care, Education, and Third Sector organisations.
- Represent GAMH North East Carers Service at external meetings to promote the service and facilitate the early identification of Carers in their caring journey.

Quality Assurance & Reporting

- Coordinate and monitor service delivery to ensure outcomes are aligned with individual goals and broader service key performance indicators (KPIs).

- Maintain accurate and confidential records in line with GDPR requirements.
- Contribute to reports, audits, and service evaluations as required.
- Ensure compliance with all organisational policies and procedures, including safeguarding.
- Undertake any other duties appropriate to the post and in accordance with the requirements of the organisation.

Health & Safety

- Ensure that all team members have a clear understanding of health and safety policies, procedures, and practices to support safe and effective working.