



# Carers' Lead Practitioner

Service	Reporting to	Location	Grade
Adult social care	Head of Service	Civic Centre (Hybrid)	4B £47,181 - £50,269

## About the role

The Carers Lead Practitioner will play a pivotal role in championing the needs, rights, and wellbeing of unpaid carers of adults within adult social care. The postholder will lead on the development, coordination, and delivery of high-quality support for carers, ensuring statutory duties are met under the Care Act 2014 and associated national guidance, and to further the aims of Salford's Carers' Strategy.

The role combines strategic influence, development of practice and partnerships, and workforce support. The postholder will also undertake some direct practice with carers.

### Key Requirements

Support the delivery of statutory Carer's Assessments in line with the Care Act 2014 and with reference to the Mental Capacity Act 2005 and Equality Act 2010, ensuring that social care staff identify carers' eligible needs and address them.

Provide specialist advice on carers' rights, wellbeing, and support options, including contingency planning, personal budgets, and access to community resources.

Work collaboratively with carers to develop personalised support plans that promote resilience, independence, and sustainable caring arrangements.

Act as the organisation's subject-matter expert on carers, offering consultation, reflective practice, and case advice to social workers and social care assessors, occupational therapists, and support staff.

Help staff to understand some of the main challenges faced by carers, including:

- Emotional strain and burnout, including compassion fatigue.
- Financial hardship, reduced employment opportunities, and benefit complexities.
- Social isolation and loss of personal identity outside the caring role.
- Navigating fragmented health and social care systems.
- Lack of breaks, respite, and contingency planning.
- Impact on carers' physical and mental health.
- Transition challenges, such as when the cared-for person moves into residential care or when caring ends.

Support the implementation of strengths-based, person-centred practice models.

- Support the development of our LiquidLogic information system and other systems to capture high quality information on carers.
- Lead quality assurance activity related to carers' assessments, support plans, and recording standards.

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## Key outcomes

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- Work with staff who already have a particular interest in carers' needs to create communities of practice, Champions Networks, etc.
- Work in partnership with the Co-production Lead and Equality Diversity and Inclusion Lead to develop our relationships with carers from all Salford's diverse communities.
- Collaborate with colleagues in children's services to ensure that Salford takes an all-age and equitable approach to supporting carers.
- Work with commissioners to liaise with Salford's carers' support organisation to understand carers' needs and improve services.
- Build strong relationships with voluntary and community sector organisations and health partners.

### 4. Training & Workforce Development

- Support the Learning & Development team to commission and deliver training on carers' legislation, assessment practice, and the challenges carers face.
- Support the induction and ongoing development of staff to ensure consistent, high-quality practice with carers.

### 5. Data, Reporting & Service Improvement

- Support the monitoring of performance indicators related to carers' assessments, outcomes, and service uptake.
- Use data and feedback to identify gaps, drive service improvements, and contribute to strategic planning.
- Prepare reports for senior managers, safeguarding boards, and partnership groups, as directed.

## What we need from you

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### Qualifications

- Relevant professional qualification or substantial experience in adult social care in the statutory or non-statutory sector
- Training/CPD in strengths-based practice

### Experience

- Direct experience working with unpaid carers.
- Leading practice improvement.

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- Partnership work with health, VCSE and providers.
- Using data/QA findings.

### **Knowledge**

- Carers' statutory rights and Care Act duties.
- Strengths-based, person-centred practice.
- Safeguarding, MCA awareness, GDPR.

### **Skills & Abilities**

- High-quality assessment and support planning.
- Excellent relationship-building.
- Strong communication skills.
- Ability to manage competing priorities.

### **Values & Behaviours**

- Compassion, dignity, respect for people from all Salford's diverse communities.
- Willingness to act as an advocate for carers and their rights.
- Commitment to EDI.

### **Other Requirements**

- Ability to travel across the Greater Manchester area; flexible working (some evening and weekend work may be required); Enhanced DBS clearance.

## What we can offer you

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Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

### Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

### Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](https://www.instituteforapprenticeships.org/) website.

## A digital organisation

### Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea website](#).

### Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

## Our organisation's values

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**We have four values: Pride, Passion, People, Personal responsibility.**

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

## Our values



**Pride**

**Passion**

**People**

**Personal responsibility**

## Application guidance

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We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.

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## Role details

Completed by:

Date:

Job code:

Job score:

Date of evaluation:

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