

Job Description

Job Title: CLA Project Worker

Reporting to: National Director

Responsible for: Volunteers

Salary: £27,709 - £32,076 SCP 8 -19 depending on experience

Location: Manchester and/home working – see paragraph below

Hours per week: 35hrs

Term: Permanent, subject to the CLA having sufficient funding

Overall Purpose:

You will be at the heart of delivering a three-year programme designed to reduce health inequalities faced by care leavers across England. You will work across six interconnected activities, building trusted relationships with care leavers, gathering evidence of their experiences, co-producing practical resources, and helping to shift how health services understand and respond to care experience.

This is a varied and dynamic role. You will facilitate forums, provide one-to-one support, undertake research activities, work with health professionals to develop guidance, engage with NHS commissioners and policymakers, and help amplify the voices of care leavers in spaces where decisions are made.

You will be part of a team and line managed by our National Director, working closely with colleagues who share your commitment to lived experience leadership and trauma-informed practice.

Our ‘Thriving Not Just Surviving’ Project:

Regional Health Forums

- Plan and deliver three in-person health forums in Manchester, Birmingham and London
- Facilitate peer-led discussions on physical health, mental health, ageing and access to services
- Create safe, trauma-informed spaces where care leavers feel able to speak honestly
- Coordinate bi-monthly online Advisory Group sessions on specific health topics

Individual Advice, Guidance and Advocacy

- Provide one-to-one and small-group support by phone, email and online
- Run drop-in sessions and webinars
- Undertake casework to build sustained relationships and provide holistic support

Peer-Led Research and Information Gathering

- Conduct surveys, focus groups and lived-experience consultations with care leavers

Co-Production of Health Information

- Develop accessible health guidance in close partnership with care leavers

- Produce resources on navigating NHS services, mental health support, long-term conditions, ageing and patient rights
- Work with health professionals to ensure materials are clinically accurate and trauma-informed

Professional Engagement and Systems Change

- Contribute to briefings and toolkits for NHS staff, mental health practitioners and social care professionals
- Deliver awareness-raising activities on care experience and trauma-informed practice
- Support development of direct training for Integrated Care Boards

Policy Development and Leadership

- Contribute to policy briefings
- Support care leavers to participate in NHS forums and advisory panels
- Contribute to campaigns focused on key priority areas
- Help develop and deliver a podcast series featuring care leaver voices
- Represent the organisation at national health and social care conferences

Operations

- Engage with a wide range of stakeholders to ensure the success of the project
- Develop partnerships to support delivery of the project
- Manage volunteers to help with the project

General

- Contribute to the planning and delivery of CLA projects and activities
- Speak publicly on behalf of The CLA on a range of issues
- Respond to general enquiries through the CLA office and website
- Timely preparation of project reports
- Attend regular supervision and appraisal meetings
- Identify training needs and attend training as required
- Attend CLA Board of Trustee meetings, as and when requested
- Work within all policies and procedures of the CLA, including our Equal Opportunities Policy
- Any other activities commensurate with the post, as requested by the National Director
- Occasional evening and weekend work
- At times, travel throughout the UK

Location

The Care Leavers Association operates a flexible working policy that supports staff members to divide their working time between the CLA office and their home. Our office base is in Manchester and the post holder would be expected to work in the office for a minimum of 2 days per week.

Person Specification

Criteria	Essential	
Qualifications/ Experience	At least two years experience of working in a support/service delivery setting with disadvantaged young people or adults	A/I
	Personal experience of being in care as a child	A/I
	Experience of multi-agency/partnership working	A
	<u>Desirable</u>	
	Experience of working in the voluntary sector	
	Work or lived experience of NHS services or health systems	
Knowledge	An awareness of the needs of care leavers and how these needs might change into adulthood	A/I
	An understanding of the value of peer support	A/I
Skills & Abilities	You can build trust quickly and work with empathy and respect	A/I
	You are organised and can manage multiple workstreams across a complex programme	A
	A confident and capable communicator with the ability to engage and inspire a variety of audiences	A/I
	Ability to take the initiative and to think creatively	A/I
	Ability to work collaboratively as part of a team	A
	Ability to use online technologies	A
	<u>Desirable</u>	
	Group work, facilitation or training skills	
Personal Qualities	Resilience when dealing with challenging and sensitive issues	A/I
	Empathy, patience and sensitivity to be able to support people whilst maintaining boundaries.	A/I
	Commitment to equal opportunities and CLA policies on confidentiality	A
	You are genuinely committed to lived experience leadership and co-production, not just as a concept but as a way of working	A/I
Other Criteria	Willingness to undertake training, as required	A
	Willingness to undertake occasional travel.	A

	Willingness to work occasional evenings and weekends, for which time off in lieu will be provided <u>Desirable</u> Driving licence	A
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Key: A = Application, I = Interview