

## Lead Officer – Carer Support (Edinburgh)

<b>POST</b>	Lead Officer – Carer Support (Edinburgh)
<b>EMPLOYER</b>	VOCAL
<b>SALARY</b>	SJC 70-77; £38,500-41,500 (pro rata)
<b>HOURS</b>	34 hours per week with regular evening & occasional weekend work 28 days paid leave plus public holidays
<b>LOCATION</b>	The postholder will be based at the Edinburgh Carers Hub and work across the city
<b>FUNDING</b>	This post is funded by VOCAL's carer support contracts

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### Purpose of the post

The postholder will lead the planning, development and delivery of

- **'Caring in the City'**: VOCAL's carer support work across the City of Edinburgh, ensuring best professional practice in person-centred, asset-based and outcome-focused carer support at the new Carers' Hub and across a growing range of community-based locations
- **'Caring with Confidence'**: VOCAL's carer learning, training and peer support programmes and joint delivery with practitioners from all sectors. This will include the development of digital learning materials for online and e-learning

The postholder will support VOCAL with

- The implementation of the Carers (Scotland) Act 2016
- The procurement of carer support contracts, contract compliance
- Income generation and reporting to funders
- Carer and volunteer engagement at VOCAL

### Improved Outcomes for Carers

As part of VOCAL, the postholder will contribute to the following outcomes for carers:

- Carers will report being better informed about issues linked to their caring role
- Carers will report improved confidence in their ability to shape services and support
- Carers will report improved confidence in managing their caring role
- Carers will report improved physical and mental wellbeing
- Carers will report improved confidence in their ability to deal with the changing relationships resulting from the caring role
- Carers will report improved social wellbeing
- Carers will report improved economic wellbeing
- Carers will report improved personal safety in relation to their caring role

## **VOCAL's approach to carer support**

VOCAL supports carers using person-centred and conversational techniques. An asset based approach supports carers to identify and build on their strengths, skills and knowledge and the connections and resources within families and communities, rather than focusing on problems and deficits.

VOCAL applies a solution focussed and outcomes based practice across all carer support and interventions. This supports carers to reflect and identify areas for improvement, change and prioritisation. This approach recognises that carers are the experts in their situation and places them 'in the driving seat'. It allows carers to shape services and support required and to build resilience, with VOCAL staff acting as knowledgeable facilitators.

## **Job Description**

### **1. Carer support**

The postholder will lead the development and delivery of VOCAL's carer support work across Edinburgh ensuring best professional practice in in person-centred, asset-based and outcome-focused carer support. This will include:

- Developing and consolidating pathways for carer identification, particularly of hard-to- reach carers, with emphasis on strengthening referral practice and a range of wider VOCAL initiatives
- Refining and consolidating outcome-focused, person-centred, asset-based and solution-focused practice across VOCAL's work with carers
- Leading the expansion of financial support initiatives aiming to reduce carer debt and financial pressures by maximising carer income
- Leading the implementation of a short breaks focus in all carer support
- Supporting the development of a Short Breaks and Respite Hub and matching of carer breaks and provision
- Leading the expansion of family support (addiction) services
- Leading on meticulous CISS recording practice and ensuring reliable data entry
- Integrating new digital approaches to carer support practice

### **2. Carer learning, training and peer support**

The postholder will lead the development and delivery of VOCAL's carer learning, training and peer support programmes and joint delivery with practitioners from all sectors. This will include the development of digital learning materials for online and e-learning.

- Line management of the Training Officer and liaison with training facilitators
- Leading the development of digital, online, e-learning and written training modules and materials in partnership with relevant agencies
- Facilitation of carer training courses (jointly with the Training Officer)
- Leading the development of carer training and learning programmes
- Leading the development of peer support groups and events and the interaction with respite

### **3. Income generation, contract procurement and compliance, finance**

The postholder will support income generation and the procurement of carer support contracts, contract compliance and reporting to funders

- Identifying opportunities for income generation for carer support projects
- Preparing detailed applications and tender documentation for carer support services
- Jointly overseeing budgets with VOCAL's CEO and Finance Officer
- Providing financial reports to funders and relevant parties

### **4. Personnel management**

The postholder will have recruitment, line management and support responsibilities for:

- two senior carer support staff and some carer support workers
- the Training Officer, Training Administrator and training facilitators
- the Carer Centre and Volunteer Coordinator
- a small team of triage volunteers

### **5. Volunteer development**

The postholder will support carer and volunteer engagement at VOCAL.

- Line management of the Centre & Volunteer Co-ordinator who manages volunteers with reception, administration and carer contact roles
- Defining volunteering roles and opportunities within carer support, recruiting and supporting volunteers with direct carer support roles
- Supporting VOCAL and SMT in recruiting and supporting volunteers for specific projects, as required

### **6. Partnership development**

The postholder will support partnership developments

- with practitioners / service providers in Edinburgh, for joint carer support and training initiatives
- by representing VOCAL in relevant practitioner networks and a range of public fora to publicise and promote VOCAL's work with carers
- as liaison person with academic institutions for carer engagement in research, as appropriate
- by working closely with VOCAL's partnership development staff

### **7. Capacity building**

The postholder will ensure strong staff engagement in capacity building and the development of strategic planning, workplans and capacity developments

- Promotion of carer support services to relevant networks and agencies
- Recruitment, training, management and support of professional volunteers for specialist interventions such as POA, legal surgeries, energy efficiency, etc

## **8. Planning, Monitoring and Evaluation**

The postholder will

- work closely with the Lead Officer for Carer Support in Midlothian to ensure same carer support practice across both authorities
- be a member of VOCAL's Senior Management Team (SMT) and contribute to the planning, monitoring and evaluation of business plans, service plans and all carer surveys and evaluation
- support digital and communication developments to expand the reach to carers and practitioners and assist VOCAL in monitoring and evaluating digital effectiveness

## **9. General Duties**

As a member of VOCAL's staff team, the postholder will be expected to perform a number of general duties:

- Awareness and compliance with all VOCAL policies and procedures, at all times
- Compliance and active engagement with continuous quality improvement
- Participation in staff team & planning meetings
- Carrying out other non-recurring duties as arise from time to time, and occasionally help cover carer centre duties during the absence of team members.

## **10. Accountability, Management and Development**

The postholder will ultimately be accountable to the Board of Directors. For line management, supervision and support the postholder will be answerable to VOCAL's CEO or Assistant Director (Communications).

VOCAL acknowledges responsibility to identify training needs of staff members and to allow reasonable time and resources for professional development, where this furthers effective performance of the duties and responsibilities of the post.

Emphasis is placed on team accountability and mutual support.

The post holder will be expected to carry out the duties of this post with due regard to Equal Opportunities and non-discriminatory practice.

## **11. Conditions of Service**

The post is advertised at 34 hours per week over 5 days. There will be some flexibility over the distribution of hours which will form the normal working week.

The post holder will qualify for 28 days annual leave plus public holidays.

## **Person specification**

The person specification is a picture of experience, skills, knowledge and ability required to carry out the job. It will also be used for candidate selection in the short-listing and interview process for this post. Applicants should demonstrate on their application form how they meet the following essential criteria.

<i>Experience and education</i>		A/I/T
E1	Extensive professional or voluntary experience in the management and delivery of person-centred advice or support services	A/I
E2	Extensive experience in staff recruitment, personnel management and support; experience in leading and motivating teams	A/I
E3	Experience of project planning, management, delivery and completion	A/I
E4	Experience with funding applications, contract compliance, monitoring and evaluation	A/I
E3	Professional qualifications relevant to the role	A/I
<i>Knowledge, Skills and Ability</i>		
E4	Excellent <b>planning skills</b> to develop a strategic approach and detailed implementation plans for the delivery of carer support	A/I
E5	Excellent <b>communication and training skills</b> : verbal, written, presentational, online; advanced conversation skills; ability to write and deliver creative, persuasive and concise copy; ability to communicate clearly and precisely with individuals, groups	A/I
E6	Excellent understanding of the <b>prevalence of unpaid carers</b> and knowledge of the <b>wide range of impacts of caring</b> and the needs and issues and barriers carers face at different points of the caring journey; demonstrated commitment to supporting carers	A/I
E7	<b>Leadership and people skills</b> : listening skills, empathy, non-judgemental behaviour with clear professional boundaries; ability to liaise effectively with partners and supporters: empathise, motivate, recruit, support and manage volunteers	A/I
E8	Knowledge of how the private, statutory and third sectors work and the <b>ability to network and establish partnerships</b> with other agencies and professionals	A/I
E9	<b>Organisational and project management skills</b> : ability to manage several partnerships, projects and appeals at any one time, precise time management	A/I
E10	Proven ability to <b>self-manage, self-motivate and self-direct</b> work; skill to work in a very organised, highly professional, calm and focused way in competitive and stressful situations, ensuring attention to detail at all times	A/I
E12	<b>Digital competence</b> and proven experience in digital communication and social media	A/I
E13	Good knowledge of <b>project monitoring and evaluation</b>	A/I
<i>Commitment to Equal Opportunities</i>		
E14	A good understanding of equality and diversity issues; a commitment to supporting people from hard-to-reach, minority or marginalised groups and the ability to adhere to VOCAL's Equal Opportunities Policy	A/I
<i>E = Essential; D = Desirable      Assessed by: A = Application; I = Interview; T = Test</i>		