The Post

Title of post:	Senior Carer Support Worker (Midlothian)
Employer:	VOCAL - Voice of Carers Across Lothian
Hours:	30/36 hours per week (including occasional evening and weekend work)
Salary Scale:	SJC Scale SCP57 - £30,100 (pro-rata)
	VOCAL will match up to 6% pension contribution
	28 days paid leave plus public holidays (pro rata)
Location:	The postholder will be working in Midlothian from VOCAL's Carer Centre, at 30/1 Hardengreen Estate, Dalhousie Road, Eskbank

Purpose of the Post

This post will support VOCAL to deliver person-centred, asset-based and outcome focused support to carers in Midlothian, with specific focus on self directed support, care planning and brokerage. The post combines a caseload of individual carer support with line management responsibilities for a team of carer support workers and volunteers within the Midlothian staff team.

Improved Outcomes for Carers

The postholder will contribute to VOCAL Midlothian's 10 carer outcomes and undertake carer evaluations to ensure carers report:

o Improved Health and Wellbeing

o A Life of their own

o Improved relationships

o Feeling financially secure

o Choices in caring

o Feeling informed/equipped and safe

o Feeling confident and able to continue caring

o Feeling actively involved in shaping support

o Quality of life for the person they care for

o Plans for the future care of the person they care for

VOCAL - Voice of Carers Across Lothian | 30/1 Hardengreen Estate Lothian
Dalhousie Road, Dalkeith EH22 3NX | Phone +44(0)131 663 6869
midlothian@vocal.org.uk | www.vocal.org.uk
VOCAL is a recognised Scottish charity – NO. SCo 20755
VOCAL is incorporated as a private limited company (Scotland) – NO. 183050

VOCAL's approach to carer support

VOCAL supports carers using person-centred approaches 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.

Practice expectations

Carer support is time limited and offered on a flexible, person-centred basis through personal contact by appointment, telephone, email and web-based tools. Staff are required to manage their own caseload, ensuring that client support is structured, with baseline assessment, support, outcome review and closure.

Personal outcomes are identified at the beginning of carer support. Personalised solution-focussed support and information follow. The conclusion of support is planned, includes a review of personal outcomes and leaves the carer empowered to move forward independently.

Staff are responsible for ensuring their work with carers is methodically and accurately recorded. All contact with carers is recorded in real time, electronically on a web based case management system.

VOCAL has defined essential data which is captured and includes demographic information baseline issues, key actions and review information indicating the carer's progress to their self-defined outcomes.

Building carers' digital confidence and skills is an integral part of supporting carers to continue in their caring role, and to build and maintain a life outside the caring role. Digital tools also offer flexible and creative options when tailoring and delivering person-centred support for carers. VOCAL staff are expected to use a range of web based tools and social media to support and engage with carers, and to encourage carers to develop new skills.

Person Specification

Essential Experience & Knowledge

- o Extensive experience in casework and person-centred support work, in a paid or unpaid capacity
- o Experience of staff management
- o A good understanding of health and social care issues with extensive knowledge of the issues affecting carers of older people, adults and children with long term conditions, mental health issues, disabilities or addiction
- o A good understanding of the financial issues affecting carers with basic knowledge of welfare benefits, income maximization, Self Directed Support and the Adults with Incapacity Act.
- o Excellent understanding of person-centred support practice, with knowledge of key methodologies
- o Knowledge of Self-Directed Support legislation and experience of brokering support from a range of sources including statutory, voluntary and private agencies

- o Experience of maintaining detailed electronic client records
- o Knowledge of how the statutory, voluntary and private sector work in regard to community care provision and advice work
- o An understanding of and experience in outcome-focused networking with other agencies and professionals

Essential Skills

- o Ability to lead and support a team of carer support workers and volunteers, and to manage personnel issues with support of the manager, as they arise.
- o Ability to work in an outcomes focused manner
- o Ability to identify issues, research information and share with clients and colleagues
- o Ability to deal with carers, professionals and members of the public in a sensitive and person-centred manner.
- o Good organising skills, and ability to manage own case load
- o Good listening, verbal and written skills and the ability to produce case records
- o Excellent digital skills, and ability to work systematically

Desirable

- o Experience of working with and/or supporting volunteers
- o Experience of using person centred tools or tools for care planning
- o Some experience in group work or training

Qualifications Required

Evidence of educational qualifications is an essential requirement for this post. Qualifications will be relevant to all or parts of the post, and may include qualifications in information and advice work, welfare rights or benefits advice, care provision, counselling or other person-centred training, community development, adult education, social work, education to university degree level, or other relevant qualifications

Job Description

Role and responsibilities of the post

1. Carer Support

- o The postholder will support the development and delivery of VOCAL's carer support work across Midlothian, ensuring best professional practice in in person-centred, asset-based and outcome-focused carer support. This will include supporting carers in:
- o Accessing person centred information, advice and support in response to a wide range of community care issues, in reply to written and telephone enquiries, at appointments, and through casework support.
- o Identifying, planning and brokering of person-centred care solutions
- o Identifying and accessing training and personal development opportunities, to help improve the balance of care with employment, learning and social life
- o Refer and signpost carers to additional supports

2. Staff and volunteer management

Working alongside the Lead Officer the post holder will:

o   Provide proactive co-ordination of daily operational requirements

o   Provide line management and support to a team of Carer Support Workers

o   Provide line management, support and training to volunteers

o   Ensure that staff and volunteers follow all policies and procedures outlined in VOCAL's Staff and Volunteer Handbook, observe good practice and consistently record work in Carer Impact Shared System

o   Plan and facilitate carers support team meetings as required

o   Support the implementation and embedding of new practice or procedures through leaderships skills and the provision of clear guidance

o   Support the monitoring and evaluation of services and report preparation

o   Integrate new digital approaches to carer support practice

o   Deputise for other management staff as required

3. General Duties

As a member of the Carer Support Team, the post holder will be expected to consistently and effectively perform a number of general duties:

o   Comply with VOCAL's casework model and outcomes focused working, specifically the use of the Carer Outcomes Evaluation tool used to shape casework and measure impact.

o   Be responsible for the accurate and timely recording of enquiries and casework records including use of VOCAL's bespoke database

o   Participate in Carers Support Team duty rota as directed by line manager

o   Assist in producing statistical information on carer support

o   To work with and support any volunteers assigned to facilitate the work of the post holder

o   Comply with Carer Centre policies and procedures such as confidentiality policy, telephone and recording procedures, lone working policies etc.

o   Comply with and contribute to VOCAL's work of continuous quality improvement

o   Assist with carer evaluation of centre services

o   Carry out other non-recurring duties as arise from time to time, and occasionally help cover carer centre duties during the absence of team members.

4. Staff Management, Development & Accountability

The post holder will benefit from a structured induction programme within the first month of appointment, followed by a three months probation period.

The post holder will ultimately be accountable to the Board of Directors.

For line management, supervision and support the post holder will be answerable to the Lead Officer – Carer Support (Midlothian).

The Board of Directors acknowledges its responsibility to help identify training needs of staff members and to allow reasonable time and resources for staff training, where such training furthers the duties and responsibilities of the post.

Emphasis is placed on team accountability and mutual support.

The post holder will be based at the VOCAL Midlothian Carers Centre, but will be expected to carry out a range of duties at different locations across Midlothian.

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

5. Conditions of Service

The post is full time 30/36 hours per week and will include occasional evening work.

The post holder will qualify for 28 days annual leave and ten statutory holidays on a pro rata basis.

The employer is committed to match a 6% pension contribution.