

Job Description

Job Title: Self Directed Support Information Officer

Service: Self Directed Support Forth Valley

Contract type: Full-time Fixed Term until March 31st 2022 (to cover secondment post)

Location: Based in Grangemouth and mobile throughout the Forth Valley Area (Falkirk, Stirling and Clackmannanshire) during the COVID restrictions the role will be home based

Salary: £23111

The successful applicant for this post will be subject to disclosure checks under the Protection of Vulnerable Groups scheme.

Role overview

The Officer will work as part of a small team providing Self Directed Support information and support across the Forth Valley Area. Providing information, guidance and support to supported people and carers with a focus on:

- Increasing the number of people able to make informed choices about using Self Directed Support (SDS) to take more control of their lives
- Guiding people through the 4 Options and enabling them to make a positive choice to maximise their support
- Improving confidence and skills of those choosing to employ personal assistants using Direct Payments
- Providing information, guidance and support in signposting to people who do not qualify for SDS

Key Responsibilities

- To work with and support the Manager and Team in pursuit of their duties.
- To assist in the further development and promotion of the Self Directed Support Service in the Forth Valley area.
- To provide information and support, which will facilitate the use of Option one, to supported individuals, Health and Social Service professionals/agencies that are responsible for care needs assessment, planning and provision.
- To provide access to a wide range of information and administrative support on services, agencies, employment responsibilities, personal assistant recruitment and payroll.
- To provide access to training for supported individuals and professionals
- To act as initial contact for the service together with the provision of information in the absence of other Information Officers.
- To operate computer packages while having a good understanding of social media.
- To maintain recording of information about supported individuals on databases.
- To support the updating and maintenance of the Self Directed Support website with material provided by the Independent Living Association and other reputable sources under the direction of the Manager

Support to Individuals Support

- Provide telephone information and guidance to people making enquiries
- Conducting of zoom, microsoft team meetings etc as required by the service
- Assist people to assess their own needs and make informed choices about the support options available
- Assist people to prepare for and participate in assessments for Self Directed Support

- Dissemination of comprehensive information regarding the four SDS options using a plethora of different mediums

Accountability

The post holder will be responsible for:

- Maintaining absolute confidentiality of the service and the supported individuals information, within any medium, in compliance with the GDPR
- Prioritising workload while keeping abreast of policy guidance within the legal framework of Self Directed Support in conjunction with the Coordinator.
- Assisting and taking direction from the Manager as instructed.
- To provide regular reports to the Manager for inclusion in the Independent Living Association Board Meetings and Local Authorities.
- Reporting to the Manager at monthly supervision meetings which will provide a source of support and personal development advice for the post holder.

Learning and Improvement

- Take responsibility for own personal development and improvement, looking for opportunities to gain additional skills and knowledge.
- Ensure knowledge and skills for the role delivery are kept up to date.
- Seek feedback and adapt approach based on internal and external feedback
- Attend events and become involved in community wide activities

Competencies

- **Outcome Focused;** Maximises personal contribution to agreed outcomes for the people we support
- **Personal Integrity;** Matches words with actions to build trust and respect and leads by example.

- **Building Relationships;** Works and acts effectively to build quality relationships for the services and individuals we support.
- **Drive;** Strives to achieve results through determination, quality and commitment. Keeping things going when things are difficult.
- **Communication;** Maximises opportunities for effective and accurate communication and demonstrates excellence in communication.
- **Developing Self & Others;** Promotes an environment in which self and others are motivated and inspired to learn, develop and share knowledge.
- **Planning and Organising;** Plans and organises workload to a high standard and liaises well with team members to prioritise for the benefit of supported individuals and the organisation
- **Team Working;** plays a supportive in the effective running of the team while cooperating well with team members and partners to deliver the best results.

Knowledge and Experience	Essential	Desirable	Measured
1. Experience of providing information, guidance and support	✓		Application form and interview
2. Good knowledge of self directed support, in particular Option 1 – direct payments	✓		Application form, interview and exercise
3. Understanding and commitment to the principles of independent living, the social model of disability and the empowerment of disabled people	✓		interview
4. Understanding of website maintenance and social media	✓		Application form and interview

5. Understanding of basic employment law		✓	Application form, interview and test
Skills and Abilities			
6. Excellent interpersonal and written skills with ability to interact effectively with people at all levels.	✓		Application form and interview
7. Shows initiative and creativity to resolve complex issues	✓		Application form and interview
8. Works concisely to a high level of accuracy and displays attention to detail	✓		Application form and interview
9. Works with an attitude of continuous self improvement	✓		Application form interview and references
10. Good working knowledge of Microsoft Office 365 applications	✓		Application form and interview
11. Ability to establish empathic, productive and supporting relationships with individuals	✓		interview references
12. Enthusiastic, self motivated and used to working on own initiative	✓		interview references
13. Excellent organisational, facilitation and negotiation skills	✓		interview references
14. Ability to prioritise workload			interview

and meet tight deadlines	✓		references
15. Shows a flexible attitude to team roles and work effectively within a team to meet shared objectives	✓		interview references
16. A clean full driving license and access to your own transport	✓		Application form
17. Comfortable with videoconferencing software and able to work from home	✓		Application form

Qualifications

- Educational skills in Numeracy, IT and English.
- Proven experience will be considered.

Communications and Contacts

The post holder will be required to communicate and network with supported individuals, professionals and statutory, private and voluntary organisations in line with the requirements of the service.

Environment

The post holder will be expected to adhere to all Health and Safety at Work and General Data Protection Regulations and legislation while working within the office and visiting supported individuals in their own home.

Self Directed Support Forth Valley

November 2020