



HELENSBURGH & LOMOND CARERS SCIO

JOB DESCRIPTION

Job Title	Adult Carers Support Worker
Employer	Helensburgh and Lomond Carers SCIO The Carers Centre Lomond House 29 Lomond Street Helensburgh G84 7PW
Hours	Full-time (35 hours per week)
Duration	This post is funded by a contract the Charity's has with Argyll & Bute Integration Joint Board, which has a statutory responsibility to support unpaid carers. The contract extends to 31 March 2022, but includes an option to continue for a further year before it is recommissioned.
Place of work	The post holder will be based at Lomond House, Helensburgh, but is expected to work in outreach venues as required, and travel throughout the Helensburgh and Lomond area to support the development and work of the Charity. There is also a requirement to attend meetings, conferences, events and training opportunities, which may occasionally involve travelling to locations elsewhere.
Reports to	For the purposes of day to day line management, the post holder reports to the Carers Assessment & Support Co-ordinator, who is accountable to the Manager and Management Committee of the Charity in respect of all employment related matters.
Salary	£26,741 (SCP 26 for 35 hours per week)
Annual Leave	The basic annual leave entitlement for full-time staff working 35 hours per week is 20 days per annum in addition to 12 public holidays per

	annum. A public holiday falling within a period of annual leave does not count as part of that leave.
Pension	The Charity will comply with any duties it may have in respect of the postholder under Part 1 of the Pensions Act 2008, including automatically enrolling him/her as a member of the Helensburgh & Lomond Carers Workplace Pension Scheme with AVIVA. On appointment, the postholder will be provided with full details of the Scheme, including the minimum contribution level they require to make (which is currently 5% of basic salary) and their right to opt out if you do not want to join the Scheme. If the postholder becomes and remains a member of the Scheme, the Charity will contribute a sum equal to 4.0% of their basic salary to the Scheme
Our Mission	To make a positive difference to the lives of unpaid carers.
Our Operational Objective	To establish, maintain and develop an accessible range of information, advice and support services that meet the needs of unpaid carers, are valued by them and make a positive difference to their lives.
Our Aims	To: <ul style="list-style-type: none"> • identify carers living in Helensburgh and Lomond to ensure they are supported and empowered to manage their caring role; • ensure that carers are protected from inappropriate caring roles; • promote the health and wellbeing of carers, to ensure they are mentally and physically well and treated with dignity; • ensure carers are free from disadvantage or discrimination related to their caring role; • promote the rights of carers to enjoy a life outside their caring responsibilities, and • ensure carers are recognised and valued as expert care partners.
Job Role	To work under the direction and supervision of the Carers Assessment & Support Co-ordinator and Manager, as a member of our staff team, to pursue the Charity's Mission, Objectives and Aims, which are designed to achieve positive outcomes for unpaid carers. This will include identifying and working with adult to gain a sound understanding of the nature and circumstances of their caring role(s), providing them with information and advice, offering and preparing personalised support plans setting out their individual needs and personal outcomes to assist them continue to provide that care if appropriate and arranging for any identified needs in the plans to be actioned, monitored and reviewed. The postholder will also be involved in organising, delivering and supervising services the Charity

	<p>offers carers individually or collectively, as well as establishing effective working relationships and referral pathways with statutory and voluntary organisations that have a responsibility for supporting carers, which may involve options for joint service delivery. The postholder will assist with the supervision, deployment and mentoring of Sessional Workers and Volunteers engaged by the Charity to support the delivery of services.</p>
<p>Definition of Carer</p>	<p>The term ‘carer’ refers to ‘someone, who, without payment, provides or intends to provide help and support to a partner, child, relative, friend or neighbour, who could not manage without their help due to age, physical or mental illness, addiction or disability.’ This definition embraces all unpaid carers, but young carers are those who are under the age of 18 and adult carers are those who are 18 and over.</p>
<p>Purpose</p>	<p>The main purposes of the role are:</p> <ul style="list-style-type: none"> • To promote the interests of unpaid carers in Helensburgh and Lomond and help achieve positive outcomes for them and their families. • To raise awareness of carers and their needs. • To assist organise and run events and activities at a local level to address and prioritise the identified needs of carers • To assist in the delivery of services for carers in the rural parts of Helensburgh and Lomond. • To promote carers’ awareness of their rights and entitlements under the Carers (Scotland) Act 2016.
<p>Core Tasks/Job Activities</p>	<ul style="list-style-type: none"> • Identify carers within the Helensburgh and Lomond area through visiting outreach areas and linking with local statutory and voluntary organisations that may be in contact with them. • Register all carers identified or referred to the Charity on the Charity’s database. • Provide information, advice and support to carers and, where appropriate, their families and assist them to develop their own networks of support. • Offer an Adult Carer Support Plan (ACSP) to all carers who are registered with the Charity. • Complete ACSPs in consultation with and for approval by the carer and record the case file on the Charity’s database. • Offer carers assistance to complete an Emergency Care Plan and/or Future Care Plan for the person(s) they care for. • Put in place arrangements to implement any actions included in ACSPs to meet the identified needs of carers.

	<ul style="list-style-type: none"> • Refer carers who meet the eligibility criteria for statutory support to the Argyll & Bute Health & Social Care Partnership, with the consent of the carer. • Signpost carers to partner organisations that may assist in meeting the needs identified in their ACSP and collaborate or work jointly with them in the delivery of services for carers. • Conduct face-to-face meetings with individual carers at their home or other suitable location when appropriate and necessary. • Act as an informal advocate for carers who require assistance in securing their rights and entitlements from other service providers. • Assist with the planning, provision and delivery of a programme of events, respite activities, peer group support and training for individuals and groups of carers, to assist address needs identified in ACSPs. • Prepare risk assessments for activities organised by the Charity. • Support carers participating in outings and short breaks organised by the Charity. • Review carers case files and, where necessary, update ACSPs in consultation with the carer to reflect any changes in their circumstances and ensure their needs are being met. • Meet with community-based organisations across Helensburgh and Lomond to promote the interests of carers and raise awareness of the support the Charity can provide. • Undertake telephone and reception duties at the Carers Centre as and when required by the Carers Assessment & Support Co-ordinator/Manager. • To supervise, mentor and give guidance to Sessional Workers and Volunteers involved in the delivery of support services for carers. • Assist with the evaluation of the service offered to adult by the Charity or other providers. • To assist with the organising, supervision and running of fundraising activities for the Charity. • Undertake any other tasks appropriate to the role, as directed by the Carers Assessment & Support Co-ordinator/Manager. <p>Professional Responsibilities</p> <ul style="list-style-type: none"> • To ensure that accurate statistical records are maintained in order to inform service evaluation and meet the information requirements of funders. • To undertake personal development and training as required in line with designated responsibilities. • Contribute to the production of newsletters/annual reports of Helensburgh and Lomond Carers as required.
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Compliance	The post holder requires to comply with all relevant statutory and regulatory requirements in fulfilling the Core Tasks/Job Activities described above, as well as the Policies and Procedures adopted by Helensburgh and Lomond Carers SCIO.
Complexity	The post holder will be expected to work on their own initiative and have proven experience of managing their own workload. They will require sound organisational skills, ability to take the lead in introducing new initiatives, to prioritise work and meet deadlines when required. The post involves regular contact with carers, health and social care partners, and voluntary sector professionals at all levels and effective communications skills are essential.
Additional duties	Team working is essential to the smooth running of Helensburgh and Lomond Carers SCIO. It is the nature of the work that at times, responsibilities and tasks may be unpredictable and varied. When the occasion arises, staff are expected to work in a flexible way. Any additional duties will normally be compatible with regular working and the need to provide service continuity.
Additional hours	In order to meet the Charity's service requirements, there may be a requirement to work additional hours and staff are expected to co-operate with any reasonable request. Payments for additional hours worked out-of-hours or weekend working will be in accordance with the post holder's contract.
Special Conditions	A full driving licence and access to a motor vehicle is required for this post. A casual car user allowance is available to reimburse mileage.
	The post entails work with vulnerable people and falls within the definition of 'regulated work' under the provisions of the Protection of Vulnerable Groups (Scotland) Act 2007. Appointment will be subject to a satisfactory Disclosure (PVG).
	The starting and finishing times of the hours worked have to be flexible to fulfil the requirements of the post and meet the needs of the service. Working hours will normally be between 9.00am and 5.00pm but may involve evening, overnight and weekend work. Starting times may be adjusted to suit service delivery. The actual working hours will be agreed with the Carers Assessment & Support Co-ordinator, who may be able to vary the times to accommodate the post holder's personal circumstances.
	This Job Description is indicative of the nature and level of responsibilities associated with this post. It is not exhaustive, and the post holder will be required to undertake other duties and responsibilities commensurate with their salary grade or as directed by the Carers Assessment and Support Co-ordinator/Manager



**ADULT CARER SUPPORT WORKER
PERSON SPECIFICATION**

Education, Training and Qualifications	Essential/ Desirable	Evidence
A good standard of general education.	Essential	Application form
Relevant professional or vocational qualification in in a discipline relevant to this post (community health/social care).	Desirable	Application form
Knowledge and Experience		
A general understanding of the role of unpaid carers and the types of issues and challenges they may face.	Essential	Application form and interview
An understanding of the impact of disadvantage and social exclusion.	Essential	Application form and interview
A general understanding of care in the community and welfare benefits, as well as a knowledge of the statutory and voluntary sector health and social care providers.	Desirable	Application form and interview
Knowledge of or experience of providing practical and/or emotional support, information, and advice to adults on a one-to-one basis.	Desirable	Application form and interview
Experience of building and sustaining productive relationships with key individuals in the voluntary and/or statutory sectors with responsibilities for delivering services.	Desirable	Application form, interview and references
Experience of carrying out Adult Carer Support Plans to identify the needs of adult carers	Desirable	Application form and interview
Experience of working as part of a small team where a flexible/adaptable approach.	Essential	Application form, interview and references

Experience of organising and administering own workload, with an ability to prioritise and meet deadlines.	Essential	Application form, interview and references
Experience of planning and delivering activities for people of different age groups	Essential	Application form and interview
Knowledge of safeguarding and experience of conducting risk assessments when planning activities.	Desirable	Application form and interview
Experience of planning, monitoring and evaluation of outcome focused activities.	Essential	Application form and interview
Experience of working jointly across agencies and disciplines to secure positive outcomes.	Desirable	Application form and interview
Experience of working with personal and confidential information.	Essential	Application form and interview
Experience of having to respond to new challenges in the workplace.	Desirable	Application form and interview
Experience of working with volunteers in a community-based setting.	Desirable	Application form and interview
Aptitude and Skills		
Ability to work independently using initiative whilst working as part of a team.	Essential	Application form, interview and references
Ability to effectively work with people regardless of their ethnic, cultural, social backgrounds, their gender, age, religious belief, disability and sexual orientation.	Essential	Application form and interview
Ability to facilitate teamwork with colleagues, sessional workers and volunteers.	Essential	Application form and interview
Ability to gain the trust of both adults and young people and their families	Essential	Application form and interview
Ability to maintain proper boundaries with young people.	Essential	Application form and interview
Effective presentation skills and ability to address an audience at meetings or events, including the use of Microsoft Office.	Essential	Application form, interview and presentation
Ability to put together and deliver creative, stimulating activities for adults and secure their involvement.	Essential	Application form and interview
Sound interpersonal skills, with ability to communicate effectively with vulnerable people.	Essential	Application form, interview
Excellent listening, verbal communication and written skills, with an ability to prepare reports and maintain appropriate records.	Essential	Application form, interview and references
Computer literate and able to use social media, e-mail, internet and Microsoft Office programmes.	Essential	Application form and Interview
Ability to build productive and effective relationships with the Charity's trustees, staff and volunteers and engage with partner organisations to help achieve the aims and objectives.	Essential	Application form and Interview
Personal Qualities/Attributes		

Possess a positive, upbeat approach to work and able to enthuse others.	Essential	Interview and References
Self-confident and able to act on own initiative within a supervisory framework.	Essential	Interview and Presentation
Understanding of empathy with and commitment to support the Charity's aims and values.	Essential	Interview and Presentation
Ability to empathise with people living in difficult and challenging circumstances.	Essential	Application form, interview and references
Calm and even tempered.	Essential	Application form, interview and references
Motivated, enthusiastic, persistent and approachable with a 'can-do' attitude.	Essential	Application form, interview and references
Willingness to attend training courses and events to assist personal development and improve service delivery.	Essential	Application form, interview and references
Additional Contractual Obligations		
A current driving licence and the use of a vehicle for work purposes.	Essential	Application form and interview
Prepared to occasionally travel out with the Helensburgh and Lomond area to attend meetings, conferences, events and to access training and development opportunities.	Essential	Application form and interview
Willingness to work outside of office hours, including evenings and weekends, when necessary.	Essential	Application form and interview
Willingness to commit to the Charity's fundraising efforts.	Essential	Application form and interview
A requirement to be a member of the Protecting Vulnerable Groups Scheme.	Essential	Application and Disclosure Scotland check.
If the applicant is a foreign national, they must be free of restrictions and eligible to work in the UK.	Essential	Interview and supporting documentation