

## Carer Short Breaks Facilitator

September 2021

<b>POST</b>	Carer Short Breaks Facilitator
<b>EMPLOYER</b>	VOCAL – Voice of Carers Across Lothian
<b>SALARY</b>	SCP50. £14.91 per hour. £27,986 per annum (pro rata) VOCAL will match up to 6% pension contribution
<b>HOURS</b>	30 hours per week with some evening and weekend work 32 days paid leave plus six public holidays (pro rata)
<b>LOCATION</b>	The postholder will be based at VOCAL's Carers Centre at 60 Leith Walk, Edinburgh, with some outreach work across Edinburgh

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### Purpose of the post

As a member of the Edinburgh Carers Support Team, the postholder will deliver person-centred support with a specific focus on supporting carers to benefit from breaks from their caring role.

The postholder will **support carers** to plan, broker and access short break opportunities which includes support with short breaks grant applications.

The postholder will **support VOCAL** to organise, coordinate and administer carer enquiries (including those from VOCAL's Wee Breaks website), short breaks funds and short breaks events and opportunities, and will raise awareness and champion the importance of short breaks in local practitioners' networks.

### VOCAL values

We are carer-led and engage carers in all aspects of our work

We recognise and advocate for carers as equal partners in care

We support carers to:

- build on their strengths and skills
- identify and achieve their outcomes
- strengthen their resilience
- improve their quality of lives

We believe in diversity, equality of opportunity and choice

We promote transparency and honesty

We treat people with dignity and respect

We create opportunities for innovation, creativity and enterprise

We seek to work in partnership around agreed outcomes

## **Improved outcomes for carers**

The post holder will contribute to the following outcomes for carers. Carers will report:

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

## **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 and baseline, 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

The postholder is expected to evidence:

## Knowledge

- A good knowledge of the needs and situation of carers, and a demonstrated commitment to supporting carers
- Knowledge of health and social care services and short breaks providers
- An understanding of the challenges carers face and the benefits of short breaks for carers
- Broad knowledge of how the statutory, voluntary and private sectors work and an ability to undertake outcome-focused networking with other agencies and professionals
- A good understanding of equality and diversity issues and a commitment to supporting people from marginalised groups

## Skills

- Excellent listening, conversation and engagement skills, with ability to write accurate case notes and reports
- Excellent organisational and administrative skills
- Motivation, brokerage and advocacy skills
- Excellent communication skills and competence in using social media and web-based tools
- Ability to deal with carers, professionals and members of the public in a sensitive and person-centred manner
- Effective research skills and ability to effectively disseminate learning
- Ability to work independently and as part of a team

## Experience

- Experience of working with members of the public
- Experience of brokering support from a range of sources
- Experience of maintaining detailed electronic client records
- Experience using Outlook, Word and Excel and web browsers on both desktop and mobile devices

## Qualifications

- Educational qualifications which may include qualifications in advice work, hospitality, counselling or person-centred training, community development, adult education, social work, education to university degree level, or other relevant qualifications.

## Desirable

- Experience of solution focussed client practice
- Experience of using person centred tools or tools for care planning
- Experience in group work or training
- Experience of working with carers
- Presentation skills

# Job Description

## **Carer support**

Receive and action referrals of carers seeking breaks, particularly from VOCAL

Support carers to:

- access Adult Carer Support planning (ACSP) in line with the Carers (Scotland) Act 2016 and local guidelines
- plan and access short breaks best suited to meet their identified outcomes and individual caring situation
- ensure short breaks journeys are seamless and integrated
- organise and prepare for short breaks, including brokering support where appropriate to enable carers to access transport, travel, alternative care provision etc.
- write and submit funding applications and access Short Breaks Funds (where carer support practitioners are unable to provide this)

## **Short Breaks facilitation**

Support VOCAL with ...

- the administration and co-ordination of VOCAL's short breaks funds, funding applications and reporting to funders
- the development and delivery of Short Breaks 'surgeries' for carers and practitioners to provide information and guidance on short breaks
- the administration of Respite breaks – processing carer enquiries and booking requests via the Wee Breaks website, liaising with carers to confirm / check details and managing data entry and service evaluation in CISS
- the organisation, facilitation and co-ordination of physical and virtual group events in collaboration with the Partnership Development Officer (Wee Breaks)

## **Carer engagement**

- To support carers to participate in short breaks consultation and engagement events
- To support carer engagement in local developments of short breaks services
- To inform and consult carers on relevant short breaks issues by assisting in the organisation of carer events and the production of 'Carers News' and other publications

## **Monitoring and evaluating carer outcomes**

- Comply with VOCAL's casework model and outcomes focused working, specifically the use of Adult Carer Support Plans, to demonstrate support provided and outcomes achieved.
- Be responsible for the accurate and timely recording of all carer contact and casework on VOCAL's web based case management system.
- Assist in producing statistical information on short breaks support.

## **General Duties**

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

- To work with and support any volunteers assigned to facilitate the work of the postholder
- Comply with Carer Centre policies and procedures such as confidentiality policy, telephone and recording procedures, lone working policies, etc
- Comply with and contribute to VOCAL's work of continuous quality improvement
- Participate in VOCAL staff team planning meetings
- 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.
- Participate in duty rotas as required by line manager

## **Accountability, Management and Development**

The postholder will benefit from a structured induction programme within the first month of appointment, followed by a six months' probation period.

The post holder will ultimately be accountable to the Board of Directors. For line management, supervision and support the postholder will be answerable to the Lead Officer, VOCAL Midlothian.

VOCAL acknowledges its responsibility to help identify training needs of staff and to allow reasonable time and resources for training, where it furthers the duties and responsibilities of the post.

Emphasis is placed on team accountability and mutual support.

## **Conditions of Service**

The post is initially advertised at 30 hours per week over 4-5 days.

There may be some flexibility over the distribution of hours which will form the normal working week.

VOCAL is committed to meet a 6% pension contribution.

The post holder will be based at the Edinburgh Carers Hub and will be expected to carry out a range of duties at different locations in Edinburgh