



Job Description

Job title	LGBTQ+ Carer Services Coordinator
Salary Scale	Lanarkshire Carers Grade 5, SCP 15 - 17 Workplace Pension Scheme available
Hours	35 hours per week – flexible to include evenings and weekends
Term	Fixed term until 31 March 2024
Location	Post holders will be based between our centres in Hamilton and Airdrie, and localities throughout Lanarkshire. All staff work on an outreach basis in community, health and social care venues across Lanarkshire. Lanarkshire Carers works flexibly which may include remote and home working arrangements.

Background to Lanarkshire Carers

Lanarkshire Carers works with and for carers to develop and deliver services that make a positive difference to the lives of carers in Lanarkshire.

The vision of Lanarkshire Carers is underpinned by a commitment to place carers at the heart of the organisation and ensure that our services are as effective and accessible regardless of personal circumstances or caring situations.

Lanarkshire Carers delivers a comprehensive range of information, advice and support services. The work is delivered from our carers centre in Hamilton, which is also our registered office, carers centre in Airdrie, and in locality settings throughout Lanarkshire.

The Mission statement of Lanarkshire Carers is to ensure that carers in Lanarkshire are well informed, involved, supported, and empowered. Our aims are:

- Carers in Lanarkshire are identified to ensure that they are engaged, informed, supported and empowered to manage and sustain their caring roles
- Carers can access breaks from their caring role and enjoy a life outside caring
- Preventative, practical and emotional support is available to carers at an early stage and ongoing throughout their caring journey
- Carers have a voice which is heard, listened to and effective
- Carers receive training and development relevant to their caring role
- Communities and partner organisations are aware of carers and their issues
- Ensure carers are aware of their rights and are recognised and valued as equal partners in care

The organisation is a registered charity, a company limited by guarantee, and an affiliated network partner of the Carers Trust. Lanarkshire Carers is governed by a voluntary Board of Directors most of whom are carers.

Main Purpose of the Job

Responsible to the BAME Carer Services and Equalities Co-ordinator and working as directed by the leadership team, the LGBTQ+ Carer Services Coordinator will co-ordinate the operational management and delivery of the organisation's 'Making Carers Count' LGBTQ+ Project. The post holder will make a key contribution to the work of the team providing specialist skills and knowledge as required.

This project is funded by Carers Trust 'Making Carers Count' Project and will support learning, development, and continual improvement of our approach to under-represented carers as a whole and inform and implement positive changes to practice, communication and service offer. The specific area of work will be to develop our adult carer support services for carers from the LGBTQ+ community, undertake effective LGBTQ+ research, engagement and collaboration. This project aims to ensure that carers from this under-represented group are identified and their barriers addressed so that they are engaged, informed, involved, supported and empowered to manage and sustain their caring roles. It will also aim to ensure that LGBTQ+ carers are aware of their rights and are recognised and valued as equal partners in care and that communities and partner organisations are aware of specific barriers and issues that affect carers from this under-represented group.

This project and post holder will deliver activities that develop an increased understanding and ability across the organisation to engage and support unpaid carers from LGBTQ+ groups. The LGBTQ+ Carer Services Coordinator will work closely with staff, volunteers, carers and partner organisations to research, plan, develop, coordinate, facilitate and review the delivery of integrated information, advice and support services for carers in Lanarkshire.

Post holder will be responsible for the operational management of the project and delivery of service by providing specialist skills and knowledge, develop networks and partnerships with organisations to plan, develop, coordinate, and facilitate to meet the goals of the project. The post holder will gather and represent the views and needs of LGBTQ+ carers and ensure their views are listened to and reflected in service provision and share learning with partners and wider networks.

This project will enable Lanarkshire Carers to implement inclusive, flexible and enabling approaches for carers from LGBTQ+ communities to access emotional and practical support that helps them to achieve positive outcomes.

The post holder will contribute to the successful implementation of Lanarkshire Carers Strategic Framework and service delivery model. They will contribute to the development of external relationships, maintaining quality standards and ensuring the value base of the organisation is evident.

Main Duties and Responsibilities

- Plan and undertake research on challenges faced by LGBTQ+ carers in Lanarkshire, the barriers experienced in accessing support services, expertise of organisations working

with carers to increase understanding and ability to engage and support, to bring about organisational change and develop inclusive and proactive services.

- Draw on specialist knowledge to review and develop a range of targeted activities and mechanisms to identify, support and empower carers from LGBTQ+ communities.
- Organise and facilitate training, learning and development opportunities, delivered in collaboration with partner LGBTQ+ organisations, LGBTQ+ awareness for the staff and volunteer team.
- Plan and deliver awareness raising presentations including learning and development opportunities for directors, partners and targeted stakeholders (education and social care providers) to have increased recognition, understanding and ability to support unpaid carers from under-represented groups
- Participate in 'Making Carers Count' programme-wide activities as relevant.
- Ensure unpaid carers from under-represented groups have improved access to carer support, information, advice and other services
- Work in partnership with statutory, voluntary and independent organisations and groups both locally and nationally.
- Prepare work plans, work reports, case studies and maintain accurate records for performance management arrangements of the project and organisation.
- Produce final project report and presentation of shared findings, challenges and successes to share with partners including other carer organisations.
- Nurture an inclusive culture within the organisation, supporting work that promotes equality, values diversity and maintains services in which the needs of carers from diverse communities are met and respected.
- Communicate organisational values at all levels, acknowledge the legislative context and best practice standards.
- Advocate for and present the needs of carers with a protected characteristic and ensure their rights are recognised and barriers to participation addressed.
- Engage with networks and specialists to explore opportunities for research to further the organisation's understanding of the requirements of LGBTQ+ carers.
- Direct contact with carers and supporting staff to ensure that the needs of individual carers are responded to sensitively; their concerns are heard, recorded, and addressed by Lanarkshire Carers and other agencies.
- Work closely with colleagues, contributing to the information framework and communication strategy to ensure this is accessible and inclusive.
- Maintain accurate records on the Carer Information System to ensure efficient recording of all service provided and utilising data for monitoring progress, identifying need and influencing future planning of services for carers.

- Contribute to the development and maintenance of productive partnerships and relationships that support collaborative working and enhance inclusive carers support services.
- Represent Lanarkshire Carers in a variety of settings including strategic partnerships locally and nationally
- Ensure adherence to all policies and procedures of Lanarkshire Carers
- Facilitate and contribute to team development days and meetings, working groups, carer activities and organisational events
- Contribute to the performance management and quality assurance frameworks of the organisation, including maintenance or development of awards and recognitions
- Support Lanarkshire Carers personal outcome based approach, promote outcome based discussions and all aspects of our service delivery model that lead to Adult Carer Support Plans
- Ensure contract and Carers (Scotland) Act 2016 compliance

This job outline is intended to indicate the broad range of responsibilities and requirements of the post. It is neither exhaustive nor exclusive but, while some variation can be expected in particular duties. The outline is considered to provide a reasonable general description of the post.

Person Specification

	Essential	Desirable
Qualifications and Training	Relevant qualification in health, social care or community development or minimum three years' experience in a relevant post with transferable skills	Managing Equality, Diversity and Inclusion
Work Experience	<p>Experience of project management, service development and meeting deadlines</p> <p>Demonstrated knowledge of, and experience working with LGBTQ+ communities</p> <p>Experience of planning and delivering training, awareness raising, learning and development activities</p> <p>Experience of delivering services and/or supporting individuals relevant to the responsibilities of the post outlined above</p> <p>Developing engagement and consultation processes and opportunities</p> <p>Experience of community development, engagement and capacity building</p>	<p>Experience of working with carers</p> <p>Experience of working with volunteers.</p>

	<p>Experience of facilitating and planning groups, events, and meetings</p> <p>Data Analysis and report production experience using a range of tools and techniques</p> <p>Multi-disciplinary and collaborative work with a wide range of agencies</p>	
<p>Knowledge, Skills and Ability</p>	<p>Knowledge of carers' rights, legislation and charter</p> <p>Knowledge, personal understanding and broad experience of LGBTQ+ carer issues</p> <p>Cultural competence in relation to working with LGBTQ+ community</p> <p>Understanding of, and commitment to, equal opportunities, human rights and addressing the inequalities experienced by LGBTQ+ community</p> <p>Understanding Equal Partners in Care (EPIC) best practice standards, demonstrating this through practice</p> <p>Ability to plan and deliver awareness raising and capacity building training /briefings on carer rights, issues, identification, support needs and referral pathways to partners and key sector staff</p> <p>An understanding of the principles of community development, engagement and capacity building</p> <p>Excellent interpersonal skills with the ability to communicate effectively with a diverse range of people at all levels</p> <p>Excellent oral, presentation and written communication, negotiation and group work skills</p> <p>Excellent working knowledge and understanding of current Microsoft Office suite</p> <p>Effective team contributor with a willingness to carry out tasks as required in relation to all aspects of the organisations activities and contribute personally to all the activities of the charity</p> <p>Excellent problem-solving skills and ability to find solutions for improvement</p> <p>Project planning and ability to deliver work within agreed timescales and budget</p>	<p>Awareness of support services available to carers in Lanarkshire.</p> <p>Partnership and network development</p>

	<p>Undertake a methodical, organised and flexible approach to work whilst prioritising workload to meet deadlines</p> <p>Maintain a high level of confidentiality and discretion at all times</p>	
Personal Attributes	<p>Commitment to the value base of the organisation and providing quality services</p> <p>Appreciation of and sensitive approach towards the needs and issues faced by LGBTQ+ carers is crucial</p> <p>Non-judgemental empathic approach and ability to work with and inspire a wide variety of people at all levels</p> <p>Ability to self-manage work load and lead teams</p> <p>A desire to excel, both personally and through the delivery of targets within a work environment.</p> <p>Responsible and professional manner</p> <p>Strong personal motivation, leadership skills and ability to motivate others</p> <p>Confidence, enthusiasm and creativity to develop ideas and carry them forward</p> <p>Flexibility and willingness to adapt to change</p> <p>The highest degree of honesty and integrity</p>	
Other	<p>Driving Licence and daily access to car</p> <p>The post entails work with vulnerable people and the post holder will require a registered membership of the Protection of Vulnerable Groups Scheme (PVG) for Adults</p> <p>Ability and willingness to work flexible hours (evening / weekends) to meet needs of the organisation</p>	

Funded by Making Carers Count, a Carers Trust partnership programme supported by the Covid-19 Support Fund.

Reviewed 16 December 2021