



## Job Description

<b>Job title</b>	<b>Short Breaks Bureau Link Worker</b>
Salary Scale	Lanarkshire Carers Salary Grade 3, SCP 8 - 10  Workplace Pension Scheme available
Hours	FTE: 35 hours per week – flexible to include evenings and weekends
Location	Post holders will be based between our centres in Hamilton and Airdrie, and localities throughout Lanarkshire. Working from home/hybrid working may also be required. All staff work on an outreach basis in community, health and social care venues across Lanarkshire.

### **Background to Lanarkshire Carers Centre Ltd – operating name 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 member of the management/coordinator team and working as directed by the management/co-ordination team, Short Breaks Bureau Link Workers (SBBL) works closely with staff, volunteers, carers and partner organisations to develop, plan and deliver comprehensive information, advice and support services for carers in Lanarkshire. The post holder will help shape and develop Lanarkshire Carers Short Breaks Bureau.

The SBBL will help develop and promote good practice that improves access to short breaks. They will work collaboratively with the management/co-ordination team with activity related to the work of the Short Breaks Bureau and the wider organisation.

## **Responsibilities of the post**

- Develop and deliver activities that ensure that Lanarkshire Carers raises awareness of, identifies, engages and provides carers with information, advice and support that effectively meets their needs
- Ensure carers have access to a full spectrum of preventative approaches and a variety of opportunities and resources to support them in their caring role
- Promote meaningful conversations with carers, agreeing personal outcomes, support needs and actions to achieve these
- Assist with the preparation and review of Adult Carers Support Plans and outcome based carer conversations as a starting point for increasing short break opportunities for carers and ensure that Short Breaks for carers are considered as part of Lanarkshire Carers support planning process
- Contribute to the development and delivery of Lanarkshire Carers Short Breaks Bureau, the service has a strong focus on building capacity within the organisation, the voluntary, statutory and independent sector, raising awareness of and providing information about carers and short break provision
- Inform the information framework, help with website and social media content that provides accurate short breaks information for carers and professionals
- Assist with all aspects of the workplan for the Short Breaks Bureau and the wider services of the organisation
- Responsibility for developing, administering and evaluating individual grants and short breaks initiatives for carers (including Lanarkshire Carers Card and Respite), adhering to agreed processes and procedures
- Gather and share carer feedback and experiences of short breaks and highlight outcomes achieved
- Review and update relevant records on Carers Information System, assisting with records management and retention activities
- Present qualitative and quantitative information for reports using a range of tools including graphs and charts

- Review existing short breaks mapping information and link into local and national mapping of services. Maintain strong links with relevant agencies
- Develop strong links with partner organisations to inform professionals of short break opportunities/grants available and referral/access routes
- Support the development of Lanarkshire Carers Short Breaks Bureau, increasing the range of short break opportunities for carers
- Develop relationships with independent sector to raise awareness and increase the potential for donations and contributions to this work
- Contribute to the communication strategy which includes campaigns to raise awareness of how carers can be supported to access a short break
- Work with Lanarkshire Carers staff and volunteer team to improve the response to enquiries about short breaks provision and available grants
- Contribute to Carers Short Breaks Consultative Group which represents a cross section of carers to whom Lanarkshire Carers provide support
- Contribute to a range of networking activities where carers and professionals can find out about different short break opportunities and support from Lanarkshire Carers
- Adhere to all policies and procedures of Lanarkshire Carers
- Ensure all information is handled in line with relevant data protection laws, retention policies and procedures
- Represent and raise the profile of Lanarkshire Carers, including the Short Breaks Bureau as required
- Contribute to team meetings, working groups, activities and events

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.

**Short Break Bureau Link Worker  
Person Specification**

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications and Training</b>	A good standard of general education and/or one year's relevant experience	Health or Social Care Qualification
<b>Work Experience</b>	Direct experience of delivering services relevant to the post outlined above  Working within an personal outcome focussed service delivery model	Experience of working with carers  Experience of working with volunteers.

<p><b>Knowledge, Skills and Ability</b></p>	<p>Knowledge of the legislation, strategies and policies relevant to carers</p> <p>Understanding of public protection, equalities, data protection, information sharing and health and safety legislation etc. relevant to the work</p> <p>Good interpersonal skills with the ability to communicate effectively with a diverse range of people at all levels</p> <p>Good oral, presentation and written communication, negotiation and group work skills</p> <p>Excellent working knowledge and understanding of current Microsoft Office suite</p> <p>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>Problem solving skills and ability to find solutions for improvement</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>	<p>Awareness of barriers that can carers face when accessing short breaks.</p>
<p><b>Personal Attributes</b></p>	<p>Commitment to the value base of the organisation and providing quality services</p> <p>Responsible and professional manner</p> <p>Strong personal motivation</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>	<p>Appreciation of and sensitive approach towards the needs and issues faced by carers</p>
<p><b>Other</b></p>	<p>Ability and willingness to contribute to evening and weekend work as required</p> <p>Driving Licence and daily access to car</p>	

Reviewed May 2022