**Carers of East Lothian (CoEL)**

**Job Description**

**Job Title Volunteer & Training Coordinator**

**Job Purpose To support unpaid carers in East Lothian through the recruitment, selection, and training of Volunteers to be deployed throughout the service, as well as developing and promoting a series of information and training sessions to be delivered locally, with additional support from Volunteers.**

**Accountable to Deputy CEO**

**Main Duties**

The post holder will work as part of CoEL’s Carer Support Team, supporting the provision of “one-stop” support for unpaid carers by:

**Develop and expand volunteering support for carers**

* Develop and support the work of formal volunteers in supporting carers including their involvement in CoEL’s Carer Befriending Service, Carer Counselling Service, facilitating CoEL support groups, and delivering training sessions
* Develop and support the work of formal volunteers in other aspects of CoEL’s work, where appropriate, for example in admin and fundraising, working closely with relevant colleagues, in particular the CSW – Engagement & Peer Support
* Ensure all relevant policies and procedures are in place to support the involvement of volunteers in CoEL’s service delivery, including approaches to volunteer expenses, recruitment and selection, training, and support and supervision.
* Lead on the recruitment, selection and training of all volunteers, working closely with relevant colleagues, in particular the CSW – Engagement & Peer Support and the Counselling Service Manager
* Ensure CoEL’s approach to involving volunteers supports carers and former carers to get involved should they wish to do so

**Outreach and promotion of carer identification**

* Support the provision of both carer awareness and carer engagement training for all sectors of the Health and Social Care workforce in East Lothian by offering, promoting and providing a minimum of 10 training sessions per year to NHS Lothian and ELHSCP staff to raise awareness of carer needs, carers’ rights and carer supports available across East Lothian
* Involve Volunteers, including those with experience as a carer, in carer awareness and carer engagement training as appropriate
* Identify, promote and support initiatives within both East Lothian Council services and other stakeholders which will lead to improved information and support for carers (for example the Carers Collection in Libraries)

**Provision of events, workshops, training and information resources for carers**

* Lead on the planning and development of a programme of events, workshops, and training courses for carers both utilising external agencies and CoEL staff to support their delivery and which aim to promote greater confidence for carers, foster peer support and enable time away from caring including a specific programme during Carers Week.
* Encourage, support and promote the work of other organisations where this is likely to improve support for carers in East Lothian
* Work closely with the CSW – Engagement & Peer Support on developing CoEL’s use of social and mainstream media and all other communication tools to better disseminate information, publicise information and promote greater awareness of carers.

**Direct Support for Carers**

* Where appropriate, support the provision of person centred information, advice and support to carers including: income maximisation through claiming welfare benefits; referring / signposting to specialist support services; and the brokering of person-centred solutions and by doing so support carers to achieve agreed personal outcomes. This may involve the provision of support both directly to carers as appropriate and by facilitating the work of others within CoEL.

**General roles and responsibilities**

* Participate in regular Available Carer Support Worker sessions to respond to carer enquiries and ensure the accurate and timely recording of enquiries and casework records
* Maintain records of work to enable both statistical qualitative reporting on work.
* Comply with CoEL’s policies and procedures such as confidentiality policy, telephone and recording procedures, lone working policies, etc
* Participate in CoEL’s staff team meetings and carry out other non-recurring duties as needed including helping cover other CoEL roles during absence of colleagues.

**Main Conditions of Service**

Employer Carers of East Lothian (CoEL)

Hours 28 hours per week. Part time staff’s salary and benefits are calculated pro-rata based on fulltime of 35 hours per week. Work pattern over the week flexible subject to agreement.

Salary Current salary scale - £25,650 to £28,397 full-time.

Benefits CoEL will match up to a 6% pension contribution and offer very flexible working arrangements.

Holidays Equivalent to 35 days (25 days leave plus 10 public holidays taken flexibly) full time.

Funding / Duration This post is a maternity cover post to end June 2023.

Location Home based with access to our offices within East Lothian Community Hospital in Haddington, where one to one and small group work may take place. Under our new remote working policy, we promote a mix of regular remote and onsite working for all staff.

Line Manager Deputy CEO

**Person Specification**

**Qualifications**

* Candidates will be expected to have a good general education which may include qualifications in counselling or other person-centred training, community development, adult education, social work, health / nursing, educated to university degree level or other relevant qualifications (essential).

**Knowledge**

* A good understanding of the needs and situation of carers and a demonstrated commitment to supporting carers (essential).
* A sound knowledge of how Social Work, NHS, private sector and other community care services work and interact (essential).
* Knowledge of community care and health issues in East Lothian (desirable).
* Knowledge of the benefits system and welfare rights issues (desirable).

**Experience**

* Experience of coordinating volunteers (essential).
* Experience of delivering training packages to a range of people (essential).
* Experience of delivering one-to-one support, working in a person-centred manner (essential).
* Experience of fundraising (desirable).

**Skills**

* Ability to listen attentively, speak clearly and empathise with carers (essential).
* Ability to build supportive relationships in short space of time (essential).
* An ability to deal with carers, professionals and members of the public in a sensitive and person-centred manner (essential).
* Good written skills and the ability to write concise and effective reports (essential).
* Proven ability of organising, prioritising and managing own work (essential).
* Confidence in the use of word processing packages, e-mail and calendar systems and internet facilities and the ability to be largely self-supporting in the office (essential).

**Other**

* Commitment to treat people fairly and even-handedly (essential).
* Commitment to confidentiality (essential).
* Clean, valid driving license and access to own vehicle (desirable).
* Membership of PVG (Adult) Scheme (essential). If you are already a member we will pay for an update report but candidates who not members will be expected to join at their expense. Currently this costs £59.00.