

Person Specification and Job Description for the post of:

## **Carer Support Practitioner - Duty**

<b>POST</b>	Carer Support Practitioner (Duty)
<b>EMPLOYER</b>	VOCAL
<b>SALARY</b>	SJC scale SCP50, £15.21 per hour, £28,549 per annum VOCAL will match up to 6% pension contribution
<b>HOURS</b>	36 hours per week with occasional evening and weekend work 32 days paid leave plus 6 public holidays (pro rata)
<b>LOCATION</b>	The postholder will be working across Edinburgh based at VOCAL Carer Centre
<b>CONTRACT</b>	Permanent

### **Purpose of the post**

The postholder will provide duty cover, acting as first point of contact, for carers utilising a range of methods including telephone, social media and Webchat facilities.

The postholder will also support carers to plan and access person-centred support for their caring situation, their health and wellbeing and their personal development.

### **Improved outcomes for carers**

The postholder 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 conversational techniques that support an asset based approach and build resilience. We support carers to identify and build on their skills and knowledge and the connections and resources within families and communities, rather than focusing on problems and deficits.

VOCAL applies solution focussed and outcomes based practice across all carer support and interventions, supporting 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 the content and nature of the support provided, 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 that 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.

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## **Person Specification**

The postholder is expected to evidence:

### **Knowledge**

- A sound knowledge of health and social care issues, the needs and situation of carers and a demonstrated commitment to supporting carers
- A good knowledge and understanding of carers rights
- A sound knowledge of local and national universal services
- A sound knowledge of Statutory, Private and Third sector resources, services and support for carers and people with long term conditions and disabilities
- A basic knowledge of Welfare Rights
- A good knowledge of outcomes approaches
- A good knowledge of Solution Focussed approaches
- A good knowledge of VOCAL interventions
- A good understanding of equality and diversity issues and a commitment to supporting people from marginalised groups

### **Skills**

- Excellent interpersonal and conversational skills that allow effective communication with all
- The ability to listen effectively, understand needs, research and present options
- Ability to deal with carers, professionals and members of the public in a sensitive and person-centred manner
- Excellent 'customer service' skills
- Good literacy and writing skills with ability to write accurate case notes

- Ability to work collaboratively to coproduce positive outcomes in a timely manner
- Skills and ability and willingness to use social media and web-based tools
- Proven ability of organising, prioritising and managing own work
- Effective research skills and ability to effectively disseminate learning

### **Experience**

- Experience of person centred support work
- Experience of brokering support from a range of sources
- Experience of maintaining detailed electronic client records
- Experience of working effectively in a team
- Experience of working with eligibility criteria
- Experience using Outlook, Word and Excel and web browsers on both desktop and mobile devices

### **Qualifications**

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

### **Desirable**

- Experience of using social media professionally
- Experience of working with carers

## **Job Description**

### **Carer support**

The postholder will:

- respond to carer enquiries by telephone, email, social media and face to face
- use solution focussed outcome based conversational techniques and tools to establish the carer's personal outcomes, provide initial information, make initial referrals and signposting to relevant support
- following the provision of initial information, referrals and signposting, move to waiting list or schedule a follow up call and review
- support carers to build resilience and to prevent crisis
- monitor VOCAL's social media and respond to enquiries
- monitor and moderate conversations in VOCAL's digital support groups
- respond to enquiries raised in digital support groups promptly
- support and stimulate activity and conversation in digital support groups through posts, quizzes and questions

### **Carer engagement**

- Support carers to participate in consultation and planning structures
- Support local developments of carer support services

## **Monitoring and evaluating carer outcomes**

- Comply with VOCAL's casework model and outcomes focused working, specifically the use of the Carer Outcomes Evaluation tool used to shape casework and measure impact.
- Be responsible for the accurate and timely recording of all carer contact and casework on VOCAL's web based case management system.

## **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:

- 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 the Duty rota as part of the wider Carer Support Team

## **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 a Senior Carer Support Practitioner.

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

Emphasis is placed on team accountability and mutual support.

The post holder will be based at the Edinburgh Carers Centre, but will be expected to carry out a range of duties at different locations in Edinburgh, with occasional meetings in Edinburgh.

The post holder will be expected to carry out the duties of this post with due regard to Equal Opportunities and non-discriminatory practice.

## **Conditions of Service**

The post is initially advertised at 36 hours per week over 5 days. There may be some flexibility over the distribution of hours that will form the normal working week.

The post holder qualifies for 32 days annual leave and six public holidays on a pro rata basis.

The employer is committed to meet a 6% pension contribution.

VOCAL offers childcare vouchers and a Cycle to Work Scheme.

The postholder will be expected to become a member of the Protection for Vulnerable Groups (PVG) Scheme (Adults).