**Background**

East Renfrewshire Carers’ Centre works with carers, living in East Renfrewshire, of all ages who are caring for their family, partners, friends or neighbours, taking a holistic and person centred approach at all times, while recognising carers rights to choice and control and to retain a life outside caring. Our trained staff and volunteers currently work with over 500 carers supporting them with planning now, and for their future, the supports they need to help prevent problems developing and enhance their lives. This can include access to training, short breaks, respite, information, advice and links with support groups.

The Centre works collaboratively, using a hub approach with East Renfrewshire Health & Social Care Partnership. This approach provides an easily accessed single point of contact where carers can get support, information and advice by telephone, face to face or on-line through the website [www.eastrenfrewshirecarers.co.uk](http://www.eastrenfrewshirecarers.co.uk) Carers Centre support staff also do outreach work regularly in local communities settings throughout East Renfrewshire.

The Carers Centre currently offers unpaid carers opportunities for short breaks, flexible respite support, and Respitality through local and national hospitality providers funded by a number of different means, including Time to Live respite pots received from Shared Care Scotland, East Renfrewshire Health & Social Care Partnership (HSCP) and Carers Trust. The Carers Centre and our partners recognise the importance of short breaks for the health and wellbeing of both unpaid carers and the people they care for.

**Role**

As a member of our staff team you will be expected to be familiar with The Carers Act Scotland 2016. To demonstrate at all times in your work a holistic and person centred approach, recognising carers rights to choice and control and to retain a life outside caring.

As a Respitality & Short Breaks Development Worker you will be focused on seeking out new links and building on existing links with local and national businesses, who want to contribute to the wider community by providing opportunities for short breaks, complementary therapies or by finding new and innovative ways to offer unpaid carers the respite opportunities they need and want. This will include developing a ‘bank’ of opportunities available through the Respitality scheme or in the wider community and working with Carers Centre staff to match / source opportunities for carers.

You will also be ensuring any information on the Carers Hub website is up to date, relevant and as many organisations as possible are encouraged to share their contact details and what they can offer to unpaid carers on the website.

The post-holder will also be expected to carry out necessary administration and complete regular reports evaluate carers outcomes and the impact short breaks having.

**Key Objectives**

1. To increase access to information and advice and support for carers, particularly around short breaks.
2. To develop and evidence the impact of Respitality and short breaks for unpaid carers in East Renfrewshire
3. To build on existing and develop new partnerships with local organisations to increase respite opportunities for unpaid carers in East Renfrewshire.
4. To develop and deliver the existing support and respite tools currently offered at East Renfrewshire Carers’ Centre.
5. To increase early identification of carers requiring respite breaks through the wide promotion of the Carers’ Centre and Talking Point hubs as their first point of contact.
6. To develop partnerships with local organisations to increase respite opportunities for unpaid carers in East Renfrewshire.
7. To work closely with the digital advisor post to ensure that the multi-agency Carers Hub website is kept up to date and relevant.

**Duties and Responsibilities**

1. To administer the respite pots of funding received from the sources mentioned above. This will include sending out application forms and recording those returned. Arranging funding panels and issuing the funds awarded on each application. Completing a Short Break Feedback Form to monitor the impact the break made to the carer. Following up receipts after the break. Complete the half yearly and End of Grant reports required by Shared Care Scotland.
2. To continue to grow Respitality in East Renfrewshire by approaching local organisations to donate gifts. These gifts then need to be matched with the unpaid carers who have registered to take part in Respitality. All the administrative elements of this initiative will also form part of this job role.
3. Past experience shows that unpaid carers like a wide variety of respite opportunities. It will be your responsibility to continue to look out for other respite opportunities within East Renfrewshire that could be added to what is currently available.
4. Promote the use of technology and telecare to support carers, particularly in relation to short breaks.
5. Develop the opportunities for carers available through the carefree breaks scheme, https://carefreespace.org
6. Developing existing respite opportunities and identifying and implement new areas of opportunity.
7. Develop and deliver East Renfrewshire Carers short break information Social Media presence.
8. Develop a carers short breaks newsletter a minimum of twice a year.
9. Assist the Carers Centre team in event planning and delivery of these events.
10. Be prepared to do presentations to raise awareness of the short break options available for carers.
11. Participate in the Short Break Information Providers network usually organised through Shared Care Scotland.

This job description is not an exhaustive list of tasks and the post holder may be asked to undertake any other reasonable duties in connection with their post.

**Person Specification**

|  |  |  |  |
| --- | --- | --- | --- |
|  | | **Essential** | **Desirable** |
| **Qualifications** | | | |
| D1 | Degree in marketing and/or business administration, or experience of working in a marketing role. |  | ✓ |
| **Experience** | | | |
| E1 | Experience of evaluating and reporting on outcomes. | ✓ |  |
| E2 | Experience of developing and promoting social media channels as a form of engagement and communication. | ✓ |  |
| D2 | Experience of working with unpaid carers. |  | ✓ |
| **Knowledge & Understanding** | | | |
| E3 | Understanding of issues affecting unpaid carers. | ✓ |  |
| E4 | Knowledge of online resources available to support carers. | ✓ |  |
| E5 | Knowledge and experience of managing project milestones and deliverables. | ✓ |  |
| E6 | Knowledge and understanding of Customer Relationship Management software. | ✓ |  |
| D3 | Understanding of current policy and strategic drivers affecting carers of all ages including Health & Social Care Integration and the Carers Act. |  | ✓ |
| D4 | A knowledge of website design and development, Google Analytics, reports, and Google Forms. |  | ✓ |
| **Skills & Attributes** | | | |
| E7 | Able to demonstrate excellent verbal, written, communication and presentation skills including the ability to write clear, concise and accurate reports. | ✓ |  |
| E8 | Strong ability to plan, organise and prioritise workload. | ✓ |  |
| E9 | Ability to research and collate information and present it in an accessible way for multiple audiences. | ✓ |  |
| E10 | Excellent project management skills with an ability to coordinate multiple inputs to a projects delivery. | ✓ |  |
| E11 | Ability to work as part of a team and use your own initiative. | ✓ |  |
| E12 | Ability to work with monitoring and evaluation frameworks. | ✓ |  |
| E13 | Able to carry out work using Microsoft Office programmes (including Word, Excel, and PowerPoint), databases, Outlook for email, and accessing the Internet. | ✓ |  |
| E14 | A creative and flexible approach to work that encourages collaborative working and effective stakeholder engagement. | ✓ |  |
| E15 | Entrepreneurial approach with an ability to spot a business development opportunity. | ✓ |  |
| E16 | Excellent copy-writing skills. | ✓ |  |
| E17 | Commitment to Continuing Professional Development. | ✓ |  |
| D5 | Able to travel independently in the course of your work and have access to a car. |  | ✓ |

**Additional Information**

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| --- | --- |
| Employer: | The post-holder shall be employed by East Renfrewshire Carers’ Centre.  (a registered charity in Scotland SC 033142 |
| Location of Work: | This post will be based at East Renfrewshire Carers’ Centre, at present currently working in a blended way between home and our office at Sandler Cottage, Eastwood Park, Giffnock, G46 7JS. |
| Responsible To: | Carers Centre Manager |
| Probation: | This post carries a 6 month probationary period. |
| Induction: | A planned Induction Programme will be offered together with relevant job specific training. |
| Offer of Employment: | An offer of appointment will be made subject to two satisfactory references and eligibility to work in the UK. |
| Support and Supervision: | The post holder will receive regular support and supervision carried out by the Carers Centre Manager. |
| Holidays | East Renfrewshire Carers’ Centre determines annual leave entitlement in hours and not days to ensure equity for all employees by ensuring that staff who work variable hours/shifts do not receive either more or less leave than colleagues who work a standard shift pattern.   |  | | --- | | **On appointment - 238 hours** | | Equivalent to 37 days  (31 days annual leave and 6 public holidays)  Please note that annual leave hours stated above are based on you working full-time. This will be calculated on a pro rata basis for part time staff. | |  | |  | |  | |  | |
| Pension Scheme: | East Renfrewshire Carers Centre operates an auto enrolment pension scheme. |