Job Description and Person Specification:

**Operations Manager – Carer Support (Edinburgh)**

Title of post: Operations Manager – Carer Support (Edinburgh)

Employer: VOCAL - Voice of Carers Across Lothian

Hours: 30/36 hours per week (including some evening and occasional weekend work)

Salary Scale: SJC Scale SCP64-71, £18.70 – 20.70 ph. £ £35,000 – 38,500 pa.

VOCAL will match up to 6% pension contribution

32 days paid leave plus 6 fixed public holidays (pro rata)

Location: The postholder will be working in Edinburgh from VOCAL’s Carer Hub, at 60 Leith Walk, Edinburgh, EH6 5HB

**Purpose of the Post**

This post will lead on VOCAL’s operational delivery of carer support in Edinburgh, supporting the Head of Carer Support (Edinburgh) and Senior Carer Support Practitioners (SCSP) to:

* ensure VOCAL’s systems, policies and processes promote effective operational delivery of carer support
* deliver person-centred, asset-based and outcome focused support to carers with specific focus on self-directed support, care planning and brokerage
* monitor and uphold high quality carer support standards, safeguarding and personal outcomes practice

The Operations Manager will be responsible for managing Senior Carer Support Practitioners and some specific project staff (currently approx. 5-6 direct reports) and will report to and deputise for the Head of Carer Support (Edinburgh) during absence.

The Lead Officer will carry a small caseload.

**Improved Outcomes for Carers**

The postholder will contribute to VOCAL Edinburgh’s eight carer outcomes and undertake carer evaluations to ensure carers report:

* Carers will report being better informed about issues linked to their caring role
* Carers will report improved confidence in their ability to shape services and support
* Carers will report improved confidence in managing their caring role
* Carers will report improved physical and mental wellbeing
* Carers will report improved confidence in their ability to deal with changing relationships resulting from the caring role
* Carers will report improved social wellbeing
* Carers will report improved economic wellbeing
* Carers will report improved personal safety in relation to their caring role

**VOCAL’s approach to carer support**

VOCAL supports carers using person-centred approaches and conversational techniques. An asset-based approach supports carers to identify and build on their strengths, skills and knowledge and the connections and resources within families and communities, rather than focusing on problems and deficits. VOCAL applies a solution focused and outcomes-based practice across all carer support and interventions. This supports 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 services and support required and to build resilience, 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 which is captured and includes demographic information baseline issues, 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.

**Job Description**

# Role and responsibilities of the post

1. **Operational and staff management**

The post holder will coordinate and streamline all aspects of VOCAL’s operational delivery of carer support, by

* Ensuring effective delivery of carer supports delivered by the Edinburgh carer support team
* Managing daily operational requirements including the duty system, waiting lists and case allocation systems
* Providing management, support and supervision to direct reports who in turn manage staff delivering supports and volunteers
* Jointly with the Head of Service, lead on recruitment and retention of direct reports
* Support direct reports with the recruitment of Carer Support Practitioners and other staff
* Ensuring staff follow policies and procedures outlined in VOCAL’s Staff Handbook, observing best practice and consistent casework recording
* Ensure meticulous case work recording and contribute to regular audit of best practice
* Lead on organising regular management and carer support team meetings
* Supporting the implementation and embedding of new practice or procedures, continuous professional development initiatives, utilizing project management techniques where necessary, and providing clear guidance to staff and volunteers
* Ensuring services are monitored and evaluated in a timely fashion
* Preparing and disseminating operational reports as required, including occasional attendance at Senior Management Team meetings
* Integrating new digital approaches in carer support practice
* Deputising for the Head of Service and, occasionally, for senior carer support practitioners, as required

1. **Carer Support**

The postholder will have a key role in ensuring the delivery of high-quality support practice across the carer support team, including:

* ensuring effective carer referral pathways and seamless carer journeys from first contact, care planning, self-directed support to personal outcome review
* the development and delivery of carer support across Edinburgh and increasingly, at local level within communities
* ensuring clear professional boundaries are maintained in all carer support practice
* at all times ensuring best professional practice in person-centred, asset-based and outcome-focused carer support.

The postholder will lead on, and participate in, carer support delivery through:

* Supporting staff with challenging or complex cases, including safeguarding situations
* Coordinate and support the allocation of cases to staff members, processing eReferrals, approval functions and ensuring duty cover at all times
* Delivery of casework support to carers on occasion as required
* Identifying and accessing training and personal development opportunities, to help improve the balance of care with employment, learning and social life
* Refer and signpost carers to additional supports.

1. **General Duties**

The post holder will be expected to perform a number of general duties:

* 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 enquiries and casework records including use of VOCAL’s bespoke database
* Occasionally participate in Carers Support Team duty rota as required
* Assist in producing statistical information on carer support and preparation of reports
* Work with and support and direct volunteer sand volunteer managers assigned to facilitate the work of the team
* Support Communication colleagues to prepare written materials for a diverse range of audiences e.g. newsletter articles, letters to carers and publicity leaflets
* Support carer consultation activities and encourage carer engagement approaches are adopted by team members
* Ensure carer support is delivered within budget and support with financial costings and financial reports as required
* Comply with Carer Centre policies and procedures such as confidentiality, telephone and recording procedures, protection of vulnerable adults, lone working policies etc.
* Assist with carer evaluation of centre services
* Comply with and contribute to VOCAL’s focus on continuous improvement
* 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.

# Staff Management, Development & Accountability

The post holder will benefit from a structured induction programme within the first month of appointment, followed by a six-month probation period.

The post holder will ultimately be accountable to the Board of Directors.

For line management, supervision and support the post holder will be answerable to the Head of Service – Carer Support (Edinburgh).

VOCAL acknowledges its responsibility to help identify training needs of staff members 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, professional responsibility and mutual support.

The post holder will be based at the VOCAL Edinburgh Carers Hub, but will be expected to carry out a range of duties at different locations across 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 36/30 hours per week and will include some evening or occasional weekend work.

The post holder will qualify for 32 days paid leave and six fixed statutory holidays on a pro rata basis.

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

**Person specification**

The person specification is a picture of experience, skills, knowledge and ability required to carry out the job. It will also be used for candidate selection in the short-listing and interview process for this post. Applicants should demonstrate on their application form how they meet the following essential criteria.

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| Experience and qualifications A/I/T | | |
| E1 | Experience of the operational management of a support service in health and social care or a comparable field, with demonstrable project management skills | A/I |
| E2 | Extensive experience in staff recruitment, management and support; experience in leading and motivating teams | A/I |
| E3 | A good understanding of health and social care issues, knowledge of the issues affecting carers of older people, adults and children with long term conditions, mental health issues, disabilities or addiction | A/I |
| E4 | Knowledge of current health and social care policy, notably the Carers (Scotland) Act 2016 and self-directed support legislation | A/I |
| E5 | Experience in individual casework and person-centred support practice and in brokering support from a range of sources including statutory, voluntary and private agencies | A/I |
| E6 | Knowledge of how the statutory, voluntary and private sector work and experience in outcome-focused networking with other agencies and professionals | A |
| E7 | Evidence of educational qualifications is an essential requirement for this post.  Qualifications will be relevant to all or parts of the post, and may include qualifications in information and advice work, project and staff management, care provision, counselling or other person-centred training, community development, adult education, health and social care, education to university degree level, or other relevant qualifications | A/I |
| *Knowledge, Skills and Ability* | | |
| E8 | Leadership, motivation and mentoring skills; ability to lead and support a team of Senior Carer Support Practitioners and to manage HR issues as they arise, with support from the Head of Service and HR Coordinator. | A/I |
| E9 | Ability to work using outcomes focused, asset based and person centred approaches | A/I |
| E10 | Ability to identify issues, research information and share with clients and colleagues | A/I |
| E11 | Excellent listening, verbal and written skills and the ability to produce reports | A/I |
| E12 | Ability to deal with carers, practitioners and members of the public in a sensitive and person-centred manner | A/I |
| E13 | Excellent organising, self-administration and time management skills and ability to work systematically | A/I |
| E14 | Ability to manage a small case load | A/I |
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| *Digital Competence* | | |
| E15 | Excellent operational knowledge and experience of Windows 365 applications and the Microsoft Office environment, including Sharepoint, Teams, Word, Excel and Powerpoint | A/I |
| E16 | High competence in digital and blended communication e.g. Zoom, audio/video, web editing, social media | A/I |
| E17 | Competence in some mainstream social media platforms | A |
| E18 | A good understanding of the benefits of integrated client case management systems and the importance of statistical and qualitative recording and reporting, with the ability to become proficient in VOCAL’s Carer Impact Shared System (CISS) | A/I |
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| *Commitment to Equal Opportunities* | | |
| E19 | A good understanding of equality and diversity issues; a commitment to supporting people from hard-to-reach, minority or marginalised groups and the ability to adhere to VOCAL’s Equal Opportunities Policy | A/I |
| *Other* | | |
| D1 | Some knowledge or experience of supporting people in greatest need, including financial support, welfare benefits, income maximization and financial management skills | A/I |
| D2  D3 | Experience of service promotion to encourage take up and ensure excellent service reputation, including liaison with external agencies, development and dissemination of publicity materials and initiatives  Experience of working with and/or supporting volunteers | A/I |
| D3 | Experience in group work or training | A/I |
| *E = Essential; D = Desirable Assessed by: A = Application; I = Interview; T = Test* | | |