

## Partnership Training Officer

<b>POST</b>	Partnership Training Officer
<b>EMPLOYER</b>	VOCAL (Voice of Carers Across Lothian)
<b>SALARY</b>	SJC SCP57. £17.88 per hour, £33,588
<b>HOURS</b>	36 hours per week
<b>LOCATION</b>	VOCAL's Edinburgh Carers Hub, 60 Leith Walk, EH6 5HB

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VOCAL is a carer-led organisation employing some 55 staff, supported by a team of 50 volunteers, who are based at the Edinburgh Carers Hub and Midlothian Carers Centre, and within several health and social care settings across Edinburgh and Midlothian.

### Purpose of the post

The primary focus of this role is to work with third, private and public sector agencies in Edinburgh and Midlothian to raise carer awareness, improve early carer identification and ensure carers are connected to support. The post also supports VOCAL's Edinburgh Carer Training programme and the Edinburgh Carer Training team through delivery of carer training and group facilitation.

The Partnership Training Officer is responsible for leading the coordination and delivery of VOCAL's carer awareness training, *Think Carer* in line with increasing contractual targets. This is delivered through a range of formats – digitally and in-person – to over 1,000 professionals annually.

The postholder supports VOCAL's work with employers through the delivery of 30+ training sessions per year to some of Lothian's largest employers, supporting the facilitation of events and design of bespoke training programmes.

Internally, the postholder works closely with VOCAL's Edinburgh and Midlothian carer training team to develop best practice and support the development of staff digital competencies and confidence.

### VOCAL values

- We are carer-led and engage carers in all aspects of our work
- We recognise and advocate for carers as equal partners in care
- We support carers to:
  - build on their strengths and skills
  - identify and achieve their outcomes
  - strengthen their resilience
  - improve their quality of lives
- We believe in diversity, equality of opportunity and choice
- We promote transparency and honesty
- We treat people with dignity and respect

- We create opportunities for innovation, creativity and enterprise
- We seek to work in partnership around agreed outcomes

## Improved outcomes for carers

The post holder 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

## Person Specification

### Education

- Evidence of educational qualifications, may include qualifications in person-centred training, e-learning, community development, adult education, social work, health, education to university degree level, or other relevant qualifications

### Experience

- Development and delivery of online, in-person and hybrid training
- Development of training materials for varied audiences using a range of digital tools
- Working collaboratively with colleagues at a senior level in public, private and third sector agencies
- Developing positive internal and external working relationships

### Knowledge, skills and ability

- Excellent knowledge and understanding of training methods, delivery and best practice
- Excellent digital skills and ability to share and build staff digital competencies
- Knowledge of e-learning and the development of e-learning materials
- Knowledge of the corporate and/or healthcare sector
- Knowledge of current health and social care environment including health and social care policies
- A good understanding of the needs and situation of carers
- Knowledge of how the statutory, voluntary and private sectors work
- An ability to network with agencies and professionals across all sectors and at all levels
- Excellent communication skills and ability to develop effective partnerships
- Excellent listening, verbal and written skills, including report writing

- An ability to manage sensitive discussion and challenging conversations with
- Proven ability in organising, prioritising and managing own work
- Enthusiasm and commitment to develop, adapt and sustain a regular programme of training and events

## **Job Description**

### **Delivery of training (Think Carer and employers):**

- Lead the planning, promotion and delivery of VOCAL's Think Carer training with NHS, social care, third and private sectors, tailoring the training to different settings and audiences
- Lead the design, co-ordination and delivery of VOCAL's 'Think Carer' training, for different delivery formats - digitally, in-person and hybrid events
- Lead the design and delivery of regular and bespoke training to Lothian employers
- Support sessional workers and volunteers in the delivery of training as required
- Support the facilitation of internal and external online events and training

### **Delivery of training (carers):**

- Support the delivery of Edinburgh carer training and the facilitation of carer groups, as required and directed by line manager in conjunction with VOCAL's Carer Training Manager

### **Development responsibilities:**

- Lead the development of digital, e-learning and written training modules and materials for Think Carer and employers training
- Work collaboratively with key VOCAL staff to develop links with key stakeholders, employers and the private sector
- Ensure Think Carer and employers training remains up to date and relevant with the inclusion of key national and local policies

### **Administration:**

- Oversee bookings for external Think Carer and employer training sessions and ensure up to date records of sessions, including times and attendees
- Work with the Communications Team to promote 'Think Carer' and other relevant training across Edinburgh and Midlothian
- Produce quarterly reports to update on progress, feedback and future development

### **Monitoring and evaluation:**

- Lead on the development of systematic monitoring and evaluation of the training, using both qualitative and quantitative data to produce quarterly reports for contract compliance
- Use monitoring and evaluation to monitor impact and influence training development
- Liaise with designated lead managers and employer representatives to give and receive feedback on the training

### **Accountability, management and development:**

The post holder 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 post holder will report to VOCAL's Head of Digital and Communications.

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.

The post holder will be based at the Edinburgh Carers Hub, but will be expected to carry out a range of duties at different locations in Edinburgh and Midlothian.

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 hours per week.
- There is a six month probationary period.
- The post holder qualifies for 32 days annual leave and 6 statutory holidays on a pro rata basis.
- The employer is committed to meet a 6% pension contribution.
- VOCAL offers childcare vouchers and is implementing a cycle-to-work scheme.