



Information and Advice Officer
Full Time (35 hours)
1 Year Temporary Contract

(April 2023 – March 2024)

£28,722 p/a

Job Description, Benefits and Candidate Specification

January 2023

Edinburgh Young Carers
Norton Park
57 Albion Road
Edinburgh EH7 5QY
Tel: 0131 475 2322

The Service	<p>Edinburgh Young Carers (EYC) is a charitable voluntary sector organisation formed in April 1996. EYC is incorporated as a limited company governed by a Board of Directors.</p> <p>The service was established to provide dedicated support to young carers – children and young people who provide regular and substantial caring tasks for a family member or sibling due to illness, disability or addiction in the family. The service has an annual budget of approx. £500,000.</p>
Aims	<ul style="list-style-type: none"> • To develop and maintain high quality child and young person-centred support services to young people with caring responsibilities in Edinburgh • To raise awareness of young carers' needs, and to inform and assist agencies in developing appropriate support services • To ensure a rights-based ethos to the work of the service, with the active involvement and participation of young carers
Mission	<ul style="list-style-type: none"> • To provide support for young carers which meets their individual and collective needs and fosters their confidence and self esteem • To work in cooperation with other agencies, such as education, social work and health for the benefit of young carers and their families. • To strive for positive changes in the policies and practice of any service used by young carers.
Activities	<p>EYC activities are currently focused on the following areas:</p> <ul style="list-style-type: none"> • Information Provision • Personal Development & Social Inclusion • Individual & Group Support • Young Carer and Young Adult Carer Rights Work • Promoting and Adhering to the Carers (Scotland) Act 2016 • Young Carer Statement and Adult Carer Support Plan completion.

<p>Job Overview</p>	<p>Edinburgh Young Carers is a lively, passionate and fun place to work. We are committed to providing a first-class service to young carers, young adult carers and their families, and every member of the team has an equally important role to play in helping achieve this.</p> <p>Reporting to the Operations and Development Manager, work specifically with young carers and young adult carers aged between 5-25 to provide information and advice, using a person-centred approach.</p> <p>Develop a map of community provision and support services available to young carers and young adult carers in Edinburgh, and promote through a new Information and Advice Service at Edinburgh Young Carers (EYC Membership).</p> <p>Ensure young carers are aware of their rights and promote and raise awareness of these rights with other organisations.</p> <p>Enable young carers to be heard, to be listened to and to contribute to the development of the Edinburgh Young Carers service.</p> <p>Contribute to the delivery of the Service Outcomes of Edinburgh Young Carers.</p> <p>Perform other duties as reasonably requested by the Operations and Development Manager.</p>
<p>Key Responsibilities</p>	<p>Service Delivery To work with young carers, young adult carers and their families to provide information, advice and onward referrals using a person-centred approach, and in line with Young Carer Statement and Adult Carer Support action plans.</p> <p>EYC Membership (Information and Advice Service)</p> <ul style="list-style-type: none"> • Develop and launch a new Information and Advice Service to support the needs of young carers and young adult carers in Edinburgh who do not require group and 1-1 support • Undertake and maintain a map of community provision and support services which meet the needs of young carers and young adult carers • Develop the EYC website and social media platforms, as well as leaflets, to support the new information and advice service • Establish and maintain links with Edinburgh's leisure, retail and tourism industry to develop discounts and offers to promote young carer and young adult carer social inclusion and wellbeing • Introduce an EYC newsletter and/or website communications exclusively for the Information and Advice Service • Promote the new support service across health, education, social care and third-sector services in Edinburgh and encourage new referrals. <p>Individual Support</p> <ul style="list-style-type: none"> • Assess individual needs of young carers and young adult carers who are assigned to the Information and Advice Service • Complete Young Carer Statements and Adult Carer Support Plans, and complete reviews at agreed timescales • Assist young carers in articulating their needs and representing their views

- Provide information about services, resources and sources of help for young carers and young adult carers with particular needs
- Refer young carers, young adult carers and/or families as appropriate to other relevant support services
- Provide young carers and young adult carers with an ID card and support them to access the Young Scot Young Carer Package of Support
- Support young carers and young adult carers to access financial grants and funds, such as the Young Carer Grant Fund
- Maintain a phone and email advice line for young carers, young adult carers and their families.

Events

- Plan and deliver two events per year, which all EYC Membership young carers, young adult carers and their families will be invited to
- Evaluate these events against outcomes.

Young Carer and Young Adult Carer Rights

- Enable young carers and young adult carers to express their needs and wishes by adopting a child/young person-centred approach
- Enable and encourage young carers and young adult carers to participate in all aspects of shaping the Edinburgh Young Carers service
- Identify and develop new opportunities for the participation of young carers and young adult carers in the delivery of the project through the Young Carers Forum.

Service Development

- Publicise and raise awareness of young carers, young adult carers and the Edinburgh Young Carers service with relevant organisations, agencies and local media
- Liaise with relevant organisations and agencies to identify young carers and young adult carers
- At all times, in line with Getting it Right for Every Child, work with statutory and other voluntary organisations to ensure the identified personal outcomes of young and young adult carers are met.

Monitoring and Evaluation

- Participate in the regular monitoring and evaluation of the service and its work and highlight ideas or opportunities to develop the monitoring and evaluation framework
- Maintain records as appropriate, including individual records for young carers and young adult carers (e.g. service enquiries, reports, information, training and evaluation).

General Duties

- Carry out the duties of the post with regard to Edinburgh Young Carers service policies and procedures including Health and Safety
- Attend and contribute to regular supervision sessions and team meetings
- Maintain confidentiality over personal information relating to individual users of the service, adhering at all times to Edinburgh Young Carers' Data Protection Policy

	<ul style="list-style-type: none">• Undertake duties with a clear understanding of the service's policy on Child Protection, ensuring the fulfilment of individual responsibilities in the management of any child protection issue which may arise• Assist in the management and monitoring of relevant budgets/financial reporting and ensure financial procedures are followed• Work as part of a team contributing to the smooth and effective running of the project• Be primarily self-servicing including processing letters and reports, keeping appropriate records of work undertaken• Support the group work of Edinburgh Young Carers, by providing cover for group activities where required• Undertake any other duties as reasonably requested by the Operations and Development Manager.
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Contracted Working Hours	Temporary 1-year contract from April 2023 to March 2024. 35 hours per week, with core hours to be agreed with the Operations and Development Manager (e.g. 9am – 4.30pm). Due to the nature of the work we do, some work will have to be undertaken in the evenings and, less regularly, at weekends. Outwith this, the hours worked during the week can be flexible subject to agreement with the Operations and Development Manager.
Salary	Starting salary £28,722 per annum, paid at monthly intervals on 25 th of each month. Salaries are reviewed annually.
Special conditions	The post entails work with vulnerable people and falls within the definition of “regulated work” under the provision of the Protection of Vulnerable groups (Scotland) Act 2007. The post holder will require to be registered as a member of the Protection of Vulnerable Groups Scheme, which will involve a Disclosure Scotland check prior to a formal offer of employment being made.
Office Location/Base	The post will have a base at Norton Park, 57 Albion Road, Edinburgh EH7 5QY, however, flexible home working is supported as appropriate.
Accountability and Support	The Information and Advice Officer will be accountable to the Operations and Development Manager. Regular support and supervision will be provided, including reviewing development and skills, identifying training needs, two-way feedback and appraisal.
Equal Opportunities	Edinburgh Young Carers is committed to being an Equal Opportunities Employer.
Annual Holidays	Twenty-seven days and all statutory public holidays; pro-rata for Part Time positions.
Pension	Employees are automatically enrolled into an approved pension scheme, unless the employee decides to opt out. EYC matches employees’ pension contributions by 6% of gross contributions.
Training	All employees are entitled to access appropriate training to support their role, including a mandatory induction training programme. Training and Personal Development opportunities are extensive and actively encouraged.
Staff Wellbeing	Edinburgh Young Carers is committed to supporting employee mental health and overall wellbeing and we operate an open and safe environment. Complementary access to external support services and financial assistance is made available to all employees through Benenden Health. Family and friends can also be added to your plan.
Cycle to Work Scheme	Edinburgh Young Carers supports employee physical wellbeing and all employees have access to a Cycle to Work Scheme, providing discounted bicycles through salary deductions.

Union	Edinburgh Young Carers respects the right of employees to join a recognised Trade Union.
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Person specification	• Genuine interest in supporting and nourishing the livelihoods of children and young people.	Essential
	• As a minimum requirement, 3 years' experience in working with children and young people, including individual and group work, in a way which identifies personal outcomes, assesses support needs, develops young-person centred supportive activities, and is imaginative and empowering to young people.	Essential
	• Ability to form appropriate relationships with children and young people between the ages of 5-25.	Essential
	• Sound understanding of, and a sensitive approach towards, the situations, needs and difficulties faced by children and young people.	Essential
	• An understanding of the issues faced by young carers.	Essential
	• Knowledge of the policies and legislation relevant to young carers, as well as a good understanding of the current local and national strategies and policies relevant to children and young people.	Essential
	• The ability to form effective partnerships and network with colleagues and agencies in the statutory and voluntary sector.	Essential
	• Ability to use own initiative, work as part of a team and organise own work efficiently in consultation with manager.	Essential
	• Good listening, verbal and written skills, including an ability to write progress reports and keep appropriate records of work.	Essential
	• Computer, smartphone and social media-literate, including effective knowledge and use of MS Office packages (Word, Excel, Outlook etc. Knowledge of website maintenance and presentation packages (i.e. PowerPoint, Canva etc.) would be advantageous.	Essential
	• An approach to work which is positive, flexible and reflects a commitment to the rights of children and young people.	Essential
	• Understanding of, and commitment to, the promotion of equal opportunities policies and practice.	Essential
	• A relevant professional qualification in social work, youth work, community education, childcare or other relevant qualification would be desirable, but proven experience of working with children and young people will also be considered.	Desirable
	• Knowledge and experience of the way statutory and voluntary agencies are organised.	Desirable
• The ability to share specialist knowledge for the development of colleagues and partners, through information exchange and/or training events.	Desirable	
• Proven experience planning large-scale events for children, young people and their families.	Desirable	