



## Job Description

<b>Job title</b>	<b>Carer Services Co-ordinator</b>
<b>Salary scale</b>	Lanarkshire Carers Salary Grade 5, SCP 15-17  £31,822 to £33,753  6% Workplace Pension Scheme Available
<b>Hours</b>	FTE: 35 hours per week – flexible to include evenings and weekends
<b>Location</b>	Post holders will be based between Lanarkshire Carers Centre: Hamilton and/or Airdrie, and localities throughout Lanarkshire. Working from home/hybrid working may also be required. All staff work on an outreach basis in community, health and social care venues across Lanarkshire.

### **Background to Lanarkshire Carers Centre Ltd – operating name Lanarkshire Carers**

Lanarkshire Carers works with and for carers to develop and deliver services that make a positive difference to the lives of carers in Lanarkshire. Our commitment to place carers at the heart of the organisation ensures that our services are as effective and accessible regardless of personal circumstances or caring situations.

Lanarkshire Carers delivers a comprehensive range of information, advice and support services. The work is delivered in locality settings throughout Lanarkshire.

The Mission of Lanarkshire Carers is to ensure that carers in Lanarkshire are identified, engaged, well informed, involved, supported, and empowered. Our aims are:

- Carers in Lanarkshire are identified to ensure that they are engaged, informed, supported and empowered to manage and sustain their caring roles
- Carers can access breaks from their caring role and enjoy a life outside caring
- Preventative, practical and emotional support is available to carers at an early stage and ongoing throughout their caring journey
- Carers have a voice which is heard, listened to and effective
- Carers receive training and development relevant to their caring role
- Communities and partner organisations are aware of carers and their issues
- Ensure carers are aware of their rights and are recognised and valued as equal partners in care

The organisation is a registered charity, a company limited by guarantee, and an affiliated network partner of the Carers Trust. Lanarkshire Carers is governed by a voluntary Board of Directors most of whom are carers.

### **Main purpose of job**

Responsible to a member of the management team, the Carer Service Co-ordinator (CSC) will contribute to the operational management and delivery of the organisations activities. The post holder will contribute to the work of the team providing specialist skills and knowledge as required.

The CSC will work closely with staff, volunteers, carers and partner organisations to coordinate, facilitate and review the delivery of integrated information, advice and support services for carers in Lanarkshire. The post holder will also contribute to carer voice and engagement framework, member led activity and volunteer development. The post holder will be an experienced practitioner and will shape and deliver our activities to ensure quality standards are embedded in our work. Lanarkshire Carers delivers personalised and case managed, emotional and practical support to unpaid carers. A conversation first and personal outcome based approach is integral to our work, providing the right support at the right time.

The post holder will contribute to the successful progression of the strategic framework, and development of the organisation and the service delivery model.

The CSC will contribute to the development of external relationships, maintaining quality standards and ensuring the value base of the organisation is evident.

### **Responsibilities of the post**

- Contribute to the effective and efficient delivery of all aspects of Lanarkshire Carers services and operations
- Support the development of our member led organisation, encouraging involvement and participation and our value based practice
- Support the management team, deputise as required and provide line management support to staff.
- Delegated responsibility for specific work areas, functions and themes within the organisation, this includes, carer support services, hospital linked activity, volunteer involvement, carer training programme, short break bureau (for carers), staff learning and development, fundraising, carer events, carer voice and engagement, communication, information framework, public offices, external locations and resources based in community locations
- Contribute to operational work plans, proposals, project plans and reports and maintain accurate records for performance management of effective carer led services
- Co-ordinate carer support services as directed by management team, working closely with colleagues across the organisation in relation to all aspects of our work
- Supported line management and supervision of staff with various roles across the organisation including contribution to recruitment, selection, induction, human resources and performance managements matters
- Provide reports, case studies and background information required for the performance management arrangements of the organisation
- Plan and deliver awareness raising presentations including learning and development opportunities for partners and stakeholders
- Maintain accurate records on the Carer Information System to ensure efficient recording of all service provided and data to be used for monitoring progress, identifying need and influencing future planning of services for carers.
- Contribute to the development and maintenance of productive partnerships and relationships that support collaborative working and enhance carer support services

- Represent Lanarkshire Carers in a variety of settings including partnerships, locally and nationally
- Ensure adherence to all policies and procedures of Lanarkshire Carers
- Ensure compliance with all relevant legislation. This will include delegated responsibility for Public Protection, Health and Safety, Managing Risk and Contingency and Business Continuity Planning
- Facilitate and contribute to team development days and meetings, working groups, carer activities and organisational events
- Contribute to the performance management and quality assurance frameworks of the organisation, including maintenance or development of awards and recognitions
- Delegated responsibility for the management of budgets and reporting requirements
- Support Lanarkshire Carers personal outcome based approach, promote outcome based conversations and all aspects of our service delivery model that lead to Adult Carer Support Plans
- Raise the profile of Lanarkshire Carers throughout Lanarkshire including outreach/co-located working with a regular presence in the localities
- Ensure contract and Carers (Scotland) Act 2016 compliance
- The post holder will be in regular direct contact with carers and will support staff to ensure that the needs of individual carers are responded to sensitively; their concerns are heard, recorded and addressed by the Lanarkshire Carers and other agencies
- Promote carers as Equal Partners in Care working with relevant agencies to raise awareness of carers, the impact of caring roles, what can make a difference and ensure positive outcomes for carers

This job outline is intended to indicate the broad range of responsibilities and requirements of the post. It is neither exhaustive nor exclusive, while some variation can be expected in particular duties the outline is considered to provide a reasonable general description of the post.

### Information Coordinator Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications and Training</b>	Relevant qualification in health, social care, social science or community development and a minimum of 3 years' experience in a related direct support role with demonstrable transferrable skills.	
<b>Work Experience</b>	<p>Direct and in-depth experience of delivering services and supporting individuals relevant to the responsibilities of the post outlined above.</p> <p>Experience of working with carers</p> <p>Working within a personal outcome focused service delivery model</p>	<p>Experience of working with volunteers.</p> <p>Management, team leader or project management experience and service development</p>

		success
<b>Knowledge, Skills and Ability</b>	<p>Up to date knowledge of the legislation, strategies and policies relevant to carers and a carer organisation</p> <p>Understanding of equalities, data protection, information sharing and health and safety legislation etc relevant to the work</p> <p>Excellent interpersonal skills with the ability to communicate effectively with a diverse range of people at all levels</p> <p>Excellent oral, presentation and written communication and negotiation and group work skills</p> <p>Excellent working knowledge and understanding of Microsoft Office Suite</p> <p>Effective team contributor with a willingness to carry out tasks as required in relation to all aspects of the organisations activities and contribute personally to all the activities of the charity</p> <p>Excellent problem solving skills and ability to find solutions for improvement</p> <p>Project planning and the ability to deliver work within agreed timescales and budget</p> <p>Undertake a methodical, organised and flexible approach to work whilst prioritising workload to meet deadlines</p> <p>Maintain a high level of confidentiality and discretion at all times</p>	<p>Awareness of support services available to carers in Lanarkshire</p> <p>Knowledge of the impact of a caring role</p>
<b>Personal Attributes</b>	<p>Commitment to the value base of the organisation and providing quality services</p> <p>Appreciation of and sensitive approach towards the needs and issues faced by carers is crucial</p> <p>Ability to self-manage work load and lead teams</p> <p>A desire to excel, both personally and through the delivery of targets within a work environment.</p> <p>Responsible and professional manner</p> <p>Strong personal motivation, leadership skills and ability to motivate others</p> <p>Confidence, enthusiasm and creativity to develop ideas and carry them forward</p> <p>Flexibility and willingness to adapt to change</p>	

	The highest degree of honesty and integrity	
<b>Other</b>	<p>Driving License and daily access to car</p> <p>The post entails work with vulnerable people and the post holder will require a registered membership of the Protection of Vulnerable Groups Scheme (PVG) for Adults or enhanced disclosure</p> <p>Ability and willingness to work flexible hours (occasional evening / weekends) to meet needs of the organisation</p>	

*Reviewed October 2023*