

Partnership Training Officer (Midlothian)

POST	Partnership Training Officer (Midlothian)
EMPLOYER	VOCAL (Voice of Carers Across Lothian)
SALARY	SJC SCP54. £18.29 per hour, £34,331
HOURS	30 hours per week
LOCATION	Midlothian Carer Centre, with travel within Midlothian and Edinburgh as required

VOCAL is a carer-led organisation employing 60 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 health and social care professionals - including in the acute/hospital sector –, third sector partners and local employers to raise carer awareness, improve early carer identification and ensure carers are seen as equal partners in care and are connected to the right support at the right time.

The Partnership Training Officer (Midlothian) will be responsible for leading the coordination and delivery of VOCAL's carer awareness training, *Think Carer* in line with increasing contractual targets in Midlothian. 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 training sessions to Midlothian'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 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 current health and social care environment including health and social care policies
- Knowledge of how the statutory, voluntary, and private sectors work
- A good understanding of the needs and experiences of carers
- An ability to network with agencies and professionals across
- Excellent communication skills and ability to develop effective partnerships
- Excellent listening, verbal and written skills, including report writing
- An ability to manage sensitive discussions and challenging conversations
- 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):

- Support the planning, promotion and delivery of VOCAL's Midlothian Think Carer training with NHS, social care and third sectors, tailoring the training to different settings and audiences
- Support the design, co-ordination and delivery of VOCAL's 'Think Carer' training for Midlothian audiences, using different delivery formats - digitally, in-person and hybrid events
- Support the design and delivery of regular and bespoke training to Midlothian 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 Midlothian carer training and the facilitation of carer groups, as required and directed by line manager in conjunction with Midlothian's Operations Manager

Development responsibilities:

- Support the development of digital, e-learning and written training modules and materials for Think Carer and employers training
- Develop key partnerships in the acute/hospital sector to enhance existing hospital from home support and ensure there are referral pathways in place for carers
- Work collaboratively with key VOCAL staff to develop links with key stakeholders, employers and the private sector
- Support health and social care and third sector staff to develop referral pathways for carers within their organisations
- 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 Midlothian
- Produce quarterly reports to update on progress, feedback and future development

Monitoring and evaluation:

- Support 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 Partnership Training Officer.

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 Midlothian Carer Centre, 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 advertised at 30 hours per week. There can be some flexibility over the distribution of hours that will form the normal working week. Occasional evening and weekend work may be required.

VOCAL offers a range of contractual benefits, including:

- generous annual leave entitlement of 33 days plus six public holidays (pro rata for part-time staff). This increases with length of service.
- a 6% pension contribution which increases with length of service
- enhanced maternity, paternity and adoption pay
- paid Carer's Leave
- enhanced sick pay
- a Cycle to Work Scheme.

The postholder will be expected to apply for a Basic Disclosure.

