

February 2024

Dear applicant

Thank you for your interest in the post of Adult Services Manager with the Butterfly Trust. This is a full-time post, 35 hours per week, with a salary of £28,000 - £30,000.

We have enclosed an application form, job description, person specification and some information about the condition that affects the people we support and the services we offer.

When writing your application, it is important that you take time to consider the responsibilities detailed on the job description and the elements of the person specification. All we have to inform our decision making is the information you give us. Do please tell us about your aspirations for the future as well as your experience from the past.

Please complete the equal opportunities form which will be used for statistical purposes only. Return the self-disclosure form in an envelope marked private and confidential, which will be opened in the event of your being shortlisted for interview. Otherwise, this envelope will be destroyed unopened.

Because this post will involve personal contact with vulnerable people the successful applicant is required to join the PVG Scheme and acquire a Scheme Record from Disclosure Scotland, which will reveal previous criminal convictions. This information will be handled in confidence. The Trust has a policy on recruitment of offenders to ensure fair treatment where criminal record information is disclosed, which is not relevant to the post.

Closing date for applications is **Thursday 29 February 2024**. Meanwhile, we look forward to receiving your application.

Yours sincerely

Jamie E Macfarlane

Jamie E Macfarlane
Managing Director

JOB DESCRIPTION

Job Title: **Adult Services Manager**

Reporting to: **Managing Director**

Location: **Edinburgh**

Role: To manage and develop the provision of support services for adults with Cystic Fibrosis and their carers and to take responsibility for the support and supervision of volunteer mentors, who will deliver one-to-one outreach support.

Main Duties:

- To take responsibility for delivery direct one-to-one support for adults affected by Cystic Fibrosis, and the supervision of the volunteer mentors providing some of this the support
- To provide direct support for adults and their carers and to deal with complex issues
- To work in collaboration with specialist medical personnel to ensure provision of professional and integrated medical and social support services
- To liaise, when necessary, with Social Care Services, Local Authorities and other relevant specialist agencies
- To contribute to recruitment, selection, induction and training of volunteers who provide outreach support and ensure volunteer mentors are skilled to respond to issues affecting people living with Cystic Fibrosis and their carers
- To maintain communication and information systems to ensure good practice and effective monitoring, maintain accurate records and provide monthly reports to the Managing Director
- To provide statistical information and client/other feedback to evidence progress
- To continually update knowledge and skills relating to the responsibilities of the role
- To travel throughout Scotland and work out with normal office hours as required to fulfil role and responsibilities
- To ensure that the organisation's policies and procedures are embodied into all working practice
- To carry out any other reasonable duties as requested by the Managing Director

Person Specification

Adult Services Manager

Knowledge and Skills:

- Good listening and communication skills (essential)
- Good verbal and written communication skills (essential)
- Good organisational, analytical and recording skills (essential)
- Presentation skills (essential)
- Computer literacy (essential)

Qualifications:

- Psychology Degree (desirable)
- Counselling Diploma (desirable)

Experience:

- Managing/Co-ordinating a mentoring/befriending service (desirable)
- Working with people at all levels (desirable)
- Supporting staff or volunteers (essential)
- Writing official letters and reports (essential)

Personal Qualities and Abilities:

- Enthusiastic and motivated
- Able to motivate other people
- Able to work independently and as part of a team
- Supportive attitude towards living with disability or chronic illness
- Open to new learning on the condition Cystic Fibrosis and its impact
- Committed to providing best quality services for the client group
- Willingness to adhere to organisational policies, procedures and working practise

A smoke free car and full driving licence are essential

The Butterfly Trust provides social support in the community to people with Cystic Fibrosis (CF) and their families, and to people with other similar conditions. This support is delivered by trained staff and support service volunteers who provide face to face outreach services throughout Scotland. The aim of the Butterfly Trust is to improve the quality of people's lives by reducing stress, alleviating financial hardship, increasing confidence, giving vulnerable people a voice and enabling them to reach their personal potential and achieve what they aspire to.

Cystic Fibrosis (CF) is a life limiting condition that currently affects over 1200 people in Scotland. The condition is caused by a faulty gene and has its effects in the lungs and digestive system, causing malnutrition and chest infections that result in irreversible tissue damage in their lungs. Cystic Fibrosis is a complex, progressive condition with many debilitating secondary symptoms. There is no cure for Cystic Fibrosis and while the average life expectancy of someone who has the condition continues to improve, many people still die in their late teens and early twenties.

One in 25 people carry a defective gene that causes Cystic Fibrosis, which is a largely hidden disease until more advanced stages. This means that, while people with Cystic Fibrosis do not want to be seen as different, they may feel frustrated that they do not receive recognition of the demands and pressures on them.

People with Cystic Fibrosis require an intensive and intrusive daily treatment regime that is designed to slow the inevitable progression of chronic lung disease. The regime includes physiotherapy, a variety of medications delivered orally, by nebuliser and intravenously to treat different aspects of the condition and a special diet with a high calorie requirement and Pancreatic Enzymes with food to enable digestion and prevent weight loss. This intensive and time-consuming treatment is delivered at home by family carers who are trained to administer it.

Cystic Fibrosis affects people from all walks of life and has far reaching implications for families. Most people are unaware of their carrier status and learning of the diagnosis is emotionally traumatic. Many have to make significant life changes due to the care needs of the child. This can mean losing an income required to meet the family budget or even the sole income of the family. The effects of this are exacerbated by the increased cost of dietary and heating requirements and travel costs for regular hospital appointments.

Many families become stressed due to the burden of providing care and the awareness of an uncertain future. Many other issues can emerge that increase stress and can have a direct impact on the health of the person with Cystic Fibrosis. For example, poor housing conditions can cause a serious decline in the wellbeing of the person with the condition and may even accelerate the progression of the disease. Children with Cystic Fibrosis become aware that they are different and very knowledgeable about their condition and its long-term implications from an early age.

In teenage years people with Cystic Fibrosis can experience additional challenges as they cope with puberty while also having to live with the effects of their condition. They can be small and thin compared with their peers and puberty can come late. This has a real psychological impact on both sexes as body image becomes more important. The characteristic productive cough, the need to take substantial quantities of enzyme capsules with food and often urgent and unpredictable bowel function can all cause anxiety and embarrassment when it feels important to blend with their peers.

As they reach adulthood and when their peers are looking to the future and relishing their independence young adults with Cystic Fibrosis are often coming to terms with declining health and increased dependency. Due to the risk of cross infection of potentially life-threatening bacteria they are unable to meet and support each other. Friendships with healthy young people are hampered because of their limited energy levels and the atmosphere in popular meeting places that they cannot tolerate. Consequently, adults with Cystic Fibrosis often find themselves isolated and lonely. Stress, anxiety and depression are common in this population.

One-to-one support for adults affected by Cystic Fibrosis

We are developing specialised one-to-one support for adults who have Cystic Fibrosis. The service is designed to meet the changing needs of people with this debilitating and life limiting condition by providing direct support that will empower them to realise as much as possible of what they aspire to. This outreach work will be tailored to the needs of the individual client. Most people now live into adulthood with this progressive and life limiting condition. These young adults are being offered this specialised support in direct response to the changes that are impacting on their lives, which include demands of treatment, relationship difficulties, financial hardship, isolation, challenges of independent living, employment issues for those well enough to work and the challenges of improved health due to new treatments. For those living with advanced stage disease they are also learning to live with multiple losses that include loss of independence.

Our aim is to enable the adult to achieve an enhanced quality of life.

Our objectives are:

- To provide support tailored to personal circumstances/need

To supply a personal mentor for each individual young person to provide opportunity to:

- Have a listening ear for the issues they find stressful for validation of their reality
- Have facilitation of thought processes and to empower in their personal development and potential
- Engage in discussion to form opinions and develop creative ideas
- Help them grow coping skills for the challenges of independent living
- Assist them to negotiate with other agencies e.g. employers, housing or benefit agencies
- Develop social and interpersonal skills
- Develop new ideas and participate in new activities
- Express their feelings and share their fears in confidence
- Engage in stimulating conversation and / or activity
- Identify achievable aims and explore options that will enable personal achievement

The comprehensive, specialised support has been established in consultation with and will be developed in partnership with the health care professionals who are the main sources of referral for these services. The Managing Director and Adult Services Manager of the Butterfly Trust work closely with the relevant members of the medical health care team, mainly the psychologists, to identify potential clients and discuss the nature of support that will be most beneficial for the group concerned to ensure service provision is of the highest possible standard and value. The service is delivered by a team of specially recruited, selected and trained volunteers who are supported and supervised by the Adult Services Manager.

The young people who will potentially benefit from this service are disadvantaged by the progressive life limiting condition Cystic Fibrosis and possibly by other personal circumstances. Our aim is to provide a resource that will come alongside these young people, introducing new activities and non judgemental support that will help them achieve the following outcomes:

- Living positive lifestyles
- Enhanced insight and self-awareness
- Growth of emotional maturity
- Increased confidence and improved sense of self worth
- Reduced isolation
- Broadened horizons
- Improved relationships
- Increased life choices
- Renewed sense of purpose in life
- Improved motivation to cope with treatment and other challenges
- Increased independence be more active and responsible citizens

The Butterfly Trust aspires to improve the quality of life for people affected by Cystic Fibrosis in the following ways:

- Reduce stress and increase confidence by ensuring people get the support they need.
- Give vulnerable people a voice and encourage them to participate in society.
- Pursue equality of opportunity and choice by advocating on their behalf.
- Promote people's rights by raising awareness of the condition and its impact.
- Ensure that they can live in housing conditions suitable for their needs.
- Support their efforts to live independently by negotiating with Housing authorities and associations, Department of Work and Pensions, Scottish Social Security & other agencies on their behalf.
- Alleviating financial hardship by enabling access to disability related benefits and additional financial help when needed.
- Ensuring people have optimum level of home care by enabling them to access what they need in order to provide it.

We provide support that empowers people to deal with issues that adversely affect their lives.

We work closely with health and social care professionals to provide holistic support that improves quality of life that is shortened by Cystic Fibrosis.

Our outreach services include:

Information and Advice on services, benefits and other resources with assistance and advocacy to acquire them.

Practical Help that includes assistance with official forms, support in official meetings and helping clients to negotiate their way through complex processes.

Advocacy in relation to issues that include housing, education, employment and welfare benefits.

Representation at Disability Appeals Tribunals.

Financial Assistance for essential items e.g. computers, specialist medical items not covered by NHS or for respite breaks.

Transport to hospital appointments.

Specialist one-to-one support for children and adults with Cystic Fibrosis.

Massage Therapy in hospital for young adults with Cystic Fibrosis.

The Butterfly Trust provides effective, non-conditional, confidential services.

We are the only organisation providing this support in Scotland.

Our volunteers are among our most valuable resources.

Working with the Butterfly Trust provides opportunity for personal growth and professional development while making a positive difference in the life of someone for whom our expertise is an invaluable resource when time is of the essence.

CONFIDENTIAL

CRIMINAL CONVICTIONS SELF DISCLOSURE FORM

The Protection of Vulnerable Groups (Scotland) Act 2007 (PVG Act)

The role for which you have applied will involve contact with children and other vulnerable people and is therefore exempt from the provisions of the Rehabilitation of Offenders Act of 1974. You are therefore required to disclose all unspent criminal convictions, including and road traffic offences, cautions and any relevant non conviction information. Any information you provide will be treated in strictest confidence and disclosures of offences not relevant to the role will not adversely affect your application.

Please delete the statement that does not apply to you.

I do not have any unspent criminal convictions

I do have unspent criminal convictions and the details are as follows

I wish to give the following non conviction relevant information

I agree to inform the Managing Director if I am convicted of a criminal offence, including minor offences, while employed by the Butterfly Trust.

Print Name

Sign

Date

Should you be appointed to the role you have applied for you will also be asked to access a PVG scheme record disclosure, which we will arrange after interview.

Other convictions may be released on the Disclosure subject to exceptions and subject to rules. You can find a list of convictions that may be released for a longer period of time on the 'Sample Self-Declaration Form' found at www.volunteerscotland.net.

Place this form in a separate envelope, marked private & confidential, once completed

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EQUAL OPPORTUNITIES MONITORING FORM

We strive to be an equal opportunities employer and in line with our Equal Opportunities Policy select staff and volunteers solely on merit, irrespective of race, status, gender, disability, sexual orientation, religion or age.

The information requested below is for monitoring purposes only, to assist the Trust in the implementation of its Equal Opportunities Policy. The information you provide will be kept in strict confidence and will not play a part in the selection process.

POST APPLIED FOR: Adult Services Manager

1. I would describe my ethnic origin as:

- | | | | |
|-------------------------|--------------------------|-----------------|--------------------------|
| Bangladeshi | <input type="checkbox"/> | Black African | <input type="checkbox"/> |
| Chinese | <input type="checkbox"/> | Black Caribbean | <input type="checkbox"/> |
| Indian | <input type="checkbox"/> | Black Other | <input type="checkbox"/> |
| Pakistani | <input type="checkbox"/> | | |
| | | please specify | |
| White | <input type="checkbox"/> | | |
| Other (please specify): | | | |

2. Gender you identify as: Male Female Other

3. My personal status is:

- | | | | | | |
|----------|--------------------------|---------|--------------------------|---------|--------------------------|
| Single | <input type="checkbox"/> | Married | <input type="checkbox"/> | Widowed | <input type="checkbox"/> |
| Divorced | <input type="checkbox"/> | Partner | <input type="checkbox"/> | | |

4. I have a disability: Yes / No*

If yes, please specify the nature of disability

5. There is somebody who relies on me for day-to-day care / attention: Yes / No*

If you have answered 'yes' to this question, please indicate which category they fall in to:-

- a) Children b) Other family member