

Job Description and Person Specification

Title of Post:	Self-Directed Support Worker
Employer:	Carers of West Lothian
Place of work:	Sycamore House, Quarrywood Court, Livingston EH54 6AX with some home working in agreement with line manager
Hours:	35 hours per week; 3 year fixed term subject to funding
Reports to:	Senior Development Worker
Salary:	£29,581 pa

Aim and purpose of the post:

1. To identify and support unpaid carers (as defined in the Carers (Scotland) Act 2016) and people with a learning and/or physical disability to understand Self-Directed Support (SDS) and social care support.
2. Provide independent information, advice and support to unpaid carers, disabled people and their families who are considering, or are in receipt of SDS, helping them to identify their personal outcomes and make informed choices.
3. To provide individual and group support to unpaid carers and disabled people to identify their current and future needs through outcome focused planning and support.
4. To raise the profile of unpaid carers, disabled people and Carers of West Lothian and be the voice of Carers of West Lothian's service users amongst statutory and third sector organisations across West Lothian.

Key Tasks/Job Activities

Social Care and Self-Directed Support (SDS)

- Support people to understand social care, SDS and the options available to them, to enable informed decision making.
- Provide independent and impartial information and advice on SDS enquiries and options for social care support.
- Provide information and advice before, during and following social care assessments to ensure individuals personal outcomes are identified and communicated.
- Promote awareness of SDS options amongst carers, disabled people and other agencies.
- Support people to assess their own needs and make informed decisions about their support choices.
- Facilitate 1:1 and group peer support (with partners) to provide relevant information, advice and support.

- Contribute to the development of information resources including case studies, videos, factsheets.
- Develop (with partners) and deliver training and workshops to increase peoples knowledge and understanding of SDS and their rights

Pre-assessment and participation in social care assessments and review

- Support people to prepare for and participate in social care assessments including considering all options.
- Support people to prepare for support planning in a way that meets their individual outcomes.
- Liaise with statutory services with or on behalf of service users to promote their personal outcomes.
- Promote self-advocacy and where appropriate, provide informal advocacy to support people through the assessment process.
- Support people to review their chosen option continues to meet their needs and seek support where it is no longer appropriate.

Other

- Working with professional staff and stakeholders across West Lothian to identify unpaid carers and disabled people from all backgrounds considering or accessing social care support.
- Work with other relevant organisations and services to provide support and make referrals where appropriate.
- Participate in and support the West Lothian SDS Forum.
- Participate in relevant local and national meetings and consultations where appropriate.

Service improvement and development

- Support service improvement and development through continuous monitoring and evaluation of services in line with company policies and procedures ensuring appropriate records are completed at all times.
- Contribute to the recording and monitoring of individual and personal goals and outcomes of service users.
- Contribute to periodical reviews of monitoring and evaluating systems and services ensuring the continuous improvement of service user support services.
- Contribute to monitoring reports and funding applications by making updates to the CRM Salesforce system in use.

Partnership working

- Raise the profile of unpaid carers, disabled people and Carers of West Lothian services with all partners across West Lothian in line with work plan and service development priorities.
- Liaise with primary care, health and social care staff to support service users.
- Represent Carers of West Lothian and participate in networks and meetings as agreed in the work plan and in line with current service and organisational priorities.

- Deliver training with statutory, third and independent sectors across West Lothian to raise awareness of support available.

Communications

- In conjunction with the wider team, write and post updates on social media platforms that provide information and support for service users.
- Contribute articles for our quarterly newsletter.
- Participate and contribute to internal meetings including support and supervision, and staff team meetings.

Volunteers

- Promote volunteering opportunities available within Carers of West Lothian amongst service users and the general public interested in volunteering with the organisation.
- Provide support to volunteers where appropriate.

Administration

- Ensure all service user records are completed accurately, on time and stored in line with service model guidance including statistical, evaluation and support planning records.
- Enter and update service user support records held electronically on Salesforce as appropriate in line with service model guidance.

Other

- Undertake any other tasks or duties necessary to achieve the goals of the organisation under the direction of the CEO and line manager.
- Carers of West Lothian reserves the right to vary or amend the duties and responsibilities of the post at any time according to the needs of the organisation's business.

Staff Development

There will be a comprehensive induction programme within Carers of West Lothian during the first four weeks in post. Carers of West Lothian are committed to staff development and training. A programme of staff training and development opportunities is developed yearly.

Criminal Record Disclosure

The post entails work with vulnerable people. Carers of West Lothian will request a full PVG Disclosure Scotland check prior to a formal offer of employment being made.

Conditions of Service

35 hours per week, as agreed with your line manager – the post holder will be expected to adopt flexible working practices to suit the demands of the post. Evening or weekend work may be required for which time off in lieu will be awarded in agreement with your line manager. Staff will be given the opportunity to work from home and from the office, as appropriate.

Annual Holidays

25 days annual leave per annum, pro rata. In addition 5 enhanced annual leave days in lieu of public holidays plus 7 public holiday days each year.

Supervision

The post holder will receive regular supervision and a yearly job appraisal. The frequency of supervision meetings may vary from weekly, to fortnightly, to monthly, to bi-monthly. The frequency will take account of the nature of the job, the post-holder's length of experience, whether any development or change is in process.

Equal Opportunities

Carers of West Lothian is an Equal Opportunities organisation and is committed to being an Equal Opportunities Employer.

Pension

Carers of West Lothian will automatically enrol employees into the organisation's approved pension scheme unless the employee opts out. The employee contribution must be a minimum of 5%. Carers of West Lothian will match employee's pension contributions up to 6%.

Union

Carers of West Lothian will recognise the right of employees to join an appropriate Trade Union.

Travel

Some travel within West Lothian and beyond may be required. Therefore, the post holder is expected to use his or her own transport. If the post holder's own car is used, a current full driving licence and insurance covering the use of the vehicle for work purposes must be held. A casual car user's allowance is available if the post holder's own car is used; business mileage expenses of 45p/mile will be paid.

PERSON SPECIFICATION**Knowledge / Experience**

- A good understanding of the needs and issues experienced by unpaid carers and disabled people including those considering or accessing social care and Self-Directed Support.
- Minimum of 2 years experience of providing information, advice, support to individuals or groups.
- Good understanding of the Self-Directed Support values and principles and Independent Living.
- Experience of supporting people with Self-Directed Support.
- A good understanding and working knowledge of social care.
- Knowledge of statutory and voluntary sector health and social care provision.
- A good understanding of working jointly across agencies and disciplines.
- Good understanding of needs led assessment procedures.
- A good understanding of the importance of completing service user records including monitoring and evaluation data.

Skills / Attributes

- Good listening, verbal and written skills, and ability to write reports.
- Ability to work on own initiative and as a member of a team.
- Ability to demonstrate sound organisational skills.
- Ability to prioritise work and meet deadlines.
- Ability to accurately record information manually and electronically.
- Competent and confident in the use of new technologies, including mainstream software packages, e-mail and internet.
- A current full driving licence and access to own transport.

Personal Qualities (e.g. interpersonal skills, attitude)

- A positive, enthusiastic and flexible attitude.
- Good inter personal skills with an ability to relate to a wide range of people.
- An ability to work within a flexible model of providing support services.
- A desire to take on new challenges.