

CACE Service Support Team Lead Application Pack



About CACE

CACE is a trusted community resource which has been operating in the Cumbernauld and Northern Corridor areas for over 30 years. We work to prevent loneliness and isolation, supporting older people and their carers to live well in the community on their own terms. We do this through a programme of activities, groups, and outings, door-to-door community transport, and a well-established befriending service.

Our vision

Our vision is to live in a community where older people are valued and supported to enjoy a good quality of life and live as independently as possible at home.

Our aims

- To enable older people to have independence and wellbeing through a choice of social and community opportunities and support services helping them to make the best of later life.
- To help older people, their families, and carers to be well informed and supported, so they can make healthy and informed choices and retain control over their own lives for longer.
- To involve and include older people in all that we do. This includes the design, development and delivery of our services and their own care.
- To provide respite opportunities to carers of older people.
- To provide a Volunteer and Befriending service to provide volunteers to support us to run our groups and activities, and to provide Befrienders to older people who are unable to attend outside events.

About the role

We are seeking a warm, creative and engaging individual to help us provide fulfilling and accessible sessions for groups of older people.

As the Service Support Team Lead you will be responsible for our changing programme of activities and ensuring that the people who come to our groups are well supported.

Providing supervisory support to a small but dedicated team of support workers and volunteers, you will ensure a consistently high quality, person-centred service. You'll work closely with people and their loved ones to explore interests, identify opportunities and develop engrossing activities.

You must be a keen advocate for older people, passionate about ensuring they are empowered to remain active within our community. You'll communicate this enthusiasm when engaging with established and potential partners to develop relationships and explore new opportunities.

We are a charity run by a small team of committed individuals who work with the expectation that they will often have to step outside of their main role to support their colleagues and our service users. This applies to staff at all levels, so you should only apply for this role if you are happy to get involved in all aspects of our day-to-day work.

Employment Details

Salary: £28,883 per annum

This role is part-funded by the National Lottery Community Fund.

Hours: 35 hours per week, usually worked Monday to Friday, with occasional evening and weekend working required.

Duration: 1-year fixed term contract with possibility of extension.

Benefits: Pension; 28 days holiday plus 9 public holidays.

Location: Primarily based in Cumbernauld, Northern Corridor and surrounding areas. Trips with groups outside the local area as required by the service and attendance at external meetings and events. Occasional home-working may be available for specific pieces of work by prior agreement, but due to the size of our team and nature of our work, no roles at CACE are compatible with substantial home-working.

Reporting to: CEO

Responsible for: The postholder will work with the CEO to ensure all support staff and volunteers have access to support and supervision.

Key Activities

Service Delivery

Oversight, planning and delivery of CACE's day support, activities groups and occasional events, visits and outings. Ensuring the services are proactive, flexible, and able to adapt to changing circumstances in the moment.

- Schedule groups and events, coordinating staffing and volunteers accordingly.
- Liaise with the Transport Coordinator to ensure appropriate community transport provision.
- Lead groups and support or facilitate others to lead groups.
- Ensure the needs of all attendees are met, with particular regard to comfort, wellbeing and safety.
- Ensure a consistently high standard of person-centred support across the services.
- Coordinate the availability of all materials and refreshments.
- Research and commission content as best meets the needs and wishes of the groups.
- Work with individuals and groups to identify and develop interests and opportunities and work towards people's desired outcomes.
- Respond to referrals and coordinate induction and ongoing support of new group members.
- Gauge the changing support needs of individuals and ensure these are met in a dignified and compassionate way.
- Liaise with individuals and their loved ones, social work and health practitioners as appropriate over individuals' needs.
- Ensure all services are compliant with relevant legislation.
- Ensure any risk assessments as needed by the service are carried out and kept up-to-date.
- Keep robust and appropriate records across the services.
- Keep the services within budget.

Service Development

- Lead the ongoing development of our programme of activities, working with groups to curate and deliver enjoyable and fulfilling, person-centred activities which evolve with the needs and wishes of participants.

- Work alongside the people who use our services to codesign engaging content and activities.
- Ensure the people we support have a voice within CACE and are able to contribute to strategy, service design and evaluation.
- Champion the principles of codesign and coproduction and across the organisation.
- Work with colleagues and people supported to deliver occasional project work, e.g. the codesign and delivery of new services to meet changing needs, trialling new approaches etc.

Team Leadership

Lead a small team of service support workers and volunteers, ensuring consistently high quality person centred practice across our services.

- Support and supervision of Service Support Workers and Volunteers within groups and day support.
- Coordinate staff and volunteers to ensure appropriate staffing levels for groups and day support.
- Liaise with the Engagement and Development Lead over training needs.
- Liaise with the Engagement and Development Lead around the allocation of volunteers within groups and day support (according to interests, skills, need etc).

Evaluation and Reporting

- Coordinate the collection, processing and analysis of data to support the evaluation of CACE's day support and activities groups.
- Provide relevant and concise information in a reliable and timely fashion, preparing and presenting reports for internal and external assurance as required.
- Prepare reports and case studies to evidence impact.
- Ensure learning gathered from evaluation is translated into action.

Community Engagement and Partnership

- Act as an ambassador and advocate for the people we support when meeting external stakeholders.
- Empower our older people to have a voice within the community and at forums important to them.
- Maintain established partnerships and actively develop new ones, identifying opportunities for new services and activities.
- Take an active role in community events to build partnerships and promote the services.
- Identify opportunities for community engagement.
- Support fundraising activities on behalf of CACE.
- Support the running of events promoting the organisation.
- Contribute to traditional and social media marketing.

Any other duties as may be reasonably required as part of the operation of the charity. This job description is a broad picture of the post, not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently, the post holder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job, and to respond positively to changing business needs.

PERSON SPECIFICATION

Required skills & experience	Essential	Preferred
Education/qualifications		
SVQ 3 or equivalent in Social Care, or a related area		X
Professional experience (for some criteria, lived experience may be relevant)		
Leading or facilitating groups	X	
Experience of people management	X	
Experience of leading a team		X
Managing volunteers		X
Use of peer support models and group supervision		X
Demonstrable experience of working with others to explore and develop their ideas into actions	X	
Experience of supporting people to work towards their desired outcomes	X	
Experience of support work, in either individual or group settings		X
Experience of creating programmes of activities for varied groups		X
Experience of working with older people in a supportive role		X
Experience of working with people who have support needs, are disabled and/or have mental ill health		X
Experience of working with people who have dementia		X
Experience of person-centred practices		X
Experience of working with outcomes-based approaches		X
Experience of codesign and coproduction approaches in the health and/or social care sectors		X
Experience managing budgets	X	
Project management experience with a proven track record of delivery from design through to evaluation	X	
Experience carrying out risk assessments		X

	Essential	Preferred
Experience of a variety of evaluation methods, including the use of outcomes		X
Experience of data collection and analysis (quantitative and qualitative)		X
Functional Skills and Knowledge		
Highly competent IT user; quickly able to assimilate new tech skills	X	
Experience of using social media		X
Ability to prioritise, plan and deliver on key work activities within an agreed budget and timescale	X	
Exceptional communication, engagement and relationship building capability with a strong focus on the needs and interests of the people we support	X	
Strong listening and critical reasoning skills with the ability to synthesise information from a range of sources	X	
Ability to communicate in a consistent, inclusive and persuasive way	X	
Ability to work under pressure with competing priorities whilst maintaining strong attention to detail	X	
Knowledge of the impacts of isolation on wellbeing, and of approaches to counter these	X	
Knowledge of the issues which may affect and disadvantage older people, and of approaches to tackling these	X	
In-depth knowledge of the social care sector in Scotland		X
In-depth knowledge of the voluntary sector in Scotland		X
Key attributes		
Excellent relationship management skills with the ability to quickly establish credibility and build sound relationships and trust	X	
A motivational, collaborative leadership style that engenders a culture in which people feel trusted to deliver the charity's work and can thrive	X	
A drive to seek diverse viewpoints and other ways of doing things	X	
Proactive in identifying and acting on opportunities to innovate and develop	X	

	Essential	Preferred
A sensitive and nuanced approach to working with complex groups	X	
A creative approach to problem solving	X	
Resilience and integrity at all times evidencing adaptability to unexpected change, and the commitment to see things through	X	
A positive attitude to risk	X	
Passionate advocate for older people's rights	X	
Strong values consistent with those of the charity and the Scottish social care sector	X	
A commitment to putting people at the heart of designing the services they use	X	

This post is not currently subject to SSSC registration requirements.

If you believe you meet most of the essential criteria, but a small number would be development areas for you, please contact us to discuss where the gaps are and whether you should proceed with an application.

To apply please complete the application form and equal opportunities form and return them as separate files to info@careatcace.com. To arrange an informal discussion about the role, please call 01236 451 393 or email info@careatcace.com.

This role is subject to a PVG Scheme check.