

**CARERS
TRUST**



**Programme Officer
(Education)
Recruitment Pack**

Programme Officer (Education)

Scotland

Contract: Three years fixed term contract, with possibility of extension.

Hours: Full time, 35 hours per week, flexible work options available.

Salary: £30,000 - £34,000

Location: Hybrid, anchored to the Glasgow Carers Trust office minimum 1 day a week.

Why this role is pivotal to Carers Trust

The Programme Officer (Education) is a key role within the Scotland team. The post holder will lead on the design and delivery of national programmes that deliver big systems change.

We are looking for a passionate programmes specialist with experience in programme development, from inception to completion. The successful postholder will be confident in working directly with unpaid carers, local carer organisations and education stakeholders to support them to design and pilot different interventions to improve education outcomes for unpaid carers.

The post holder will act as a central liaison point for internal and external stakeholders, including local carer centres, unpaid carers, schools, colleges, universities and funders.

We are looking for someone who will embed unpaid carer voice in the design, delivery and evaluation of our programme education work in Scotland. We need an innovative, creative and strategic thinker with a passion for improving the lives of unpaid carers.

The post holder will produce engaging reports for internal and external audiences, including funders and plan learning exchanges to capture programme activity and learning, disseminating information to increase knowledge and understanding of the challenges, experiences and effective interventions that support unpaid carers.

The post holder will work closely with the Policy and External Affairs Officer (Education) in Scotland to deliver successful results for Carers Trust Scotland's Supporting Student Carers to Excel and Caring is Learning initiatives.

Our ideal candidate will have a background in developing programmes or interventions and be committed to co-design, measuring impact and making lasting change.

About Supporting Student Carers to Excel and Caring is Learning

Both of these initiatives will jointly take programme development and policy and external affairs approaches to deliver the funded outcomes.

Supporting Student Carers to Excel

Unpaid carers face many barriers in accessing further and higher education alongside their caring responsibilities. We know this has to change. This programme will work with colleges and universities, local carer organisations and unpaid carers themselves to test new support interventions for unpaid carers of all ages accessing further and higher education.

The outcomes we will achieve through this work are:

- Student carers feel more able to pursue and succeed in further and higher education.
- Student carers will be more involved in influencing and shaping local and national policies and practices affecting them.
- Further and higher education professionals will be better equipped to identify and support student carers in Scotland.
- Increased partnership working between colleges and universities and local carer organisations to identify and maximise opportunities for student carers in Scotland.
- Scotland's colleges and universities become carer aware.

Caring is Learning

Research tells us that young carers in poverty are less likely to reach attainment goals in school. Our Caring is Learning programme, funded by The Robertson Trust, will support interventions to:

- Improve engagement with education and learning.
- Test local approaches to supporting young carers living in poverty in education.
- Increase the numbers of young carers moving into further and higher education, training and employment.
- Influence national practice in schools and beyond so that Scotland's education policies and practices support young carers to reach their potential, regardless of their caring responsibilities.

Caring is Learning will work collaboratively with our network of local carer organisations and wider education stakeholders, including schools, colleges, universities and strategic partners to ensure big change both locally and nationally. Monitoring and evaluation of interventions across three sites will produce a body of evidence on solutions that work for young carers and can have a lasting impact on reducing their poverty and trauma.

Our ideal candidate



Experience

- Working directly with lived experience and co-designing programmes, tools or interventions.
- Coordinating programme management processes and systems.
- Managing relationships with a broad range of partners to deliver positive change.
- Working with and explaining monitoring and impact measurement processes.
- Developing and delivering training to a range of audiences.
- Using various communication tools (e.g. writing user guidance, social media posts, blogs).
- Report writing to share programme information to internal and external stakeholders (e.g. funders, steering groups).
- Working collaboratively in an open programme culture which encourages knowledge sharing and learning.
- Leading engaging external events, meetings or functions, either in person or online.

Skills, abilities and personal style

- Creative and entrepreneurial approach to programme development and delivery.
- Clear and concise communication, both verbal and written, and is able to adapt information for varying audiences.
- An ability to prioritise competing demands, meet deadlines, and to organise own workload, whilst maintaining excellent attention to detail.
- Flexibility and the ability to work outside normal office hours on occasion, including some travel within Scotland and at times across the UK.
- Excellent administrative skills, including experience of Microsoft Office 365 (Excel, Teams, Outlook).
- Motivation to learn and develop in this role.

Knowledge, understanding and commitment

- Knowledge, understanding and empathy towards the needs of unpaid carers.
- An understanding of our ambition that all of our work is co-designed with unpaid carers and the services that support them. Our ideal candidate will share this commitment.
- Understanding and commitment to equality, diversity and inclusion.
- Strong support for Carers Trust's purpose, vision and values.

Main responsibilities (not an exhaustive list)



The main responsibilities for this role are set out below. This is not an exhaustive list, with the expectation that this role will grow and evolve.

Programme coordination

- Act as a main point of contact with education institutions to support them to develop carer support systems and policies.
- Promote existing e-learning carer training modules to all education staff.
- Work with partners to undertake content review of existing modules and update where necessary.
- Developing and supporting a network of colleges and universities and supporting quality assurance.
- Facilitate and oversee the reaccreditation of colleges and universities who already have the Going Further and Going Higher for Student Carers Recognition Awards
- Development of a digital Student Carer Knowledge Hub for student carers and further and higher education professionals.
- To design and deliver a student carer train-the-trainer offer course for college and university staff, local carer organisation practitioners, student union staff and student carers.
- Act as a main point of contact for local carer organisations who have been awarded grants from Carers Trust to deliver education initiatives. This includes monitoring, evaluation and frequent check ins.
- Development of nation-wide awareness raising resources, co-designed with young carers and local carer organisations, such as train-the-trainer toolkits, trauma informed workshops, accreditation awards and young carer identification resources.

Impact and learning

- Development of a recording and evaluation process to monitor and certificate those being trained by Supporting Student Carers to Excel trainers.
- Ongoing monitoring and evaluation of Caring is Learning that encompasses data and learning from bespoke interventions to ensure accurate and relevant collection of data and analysis of outcomes.
- Work with the Policy and External Affairs Officer (Education) to ensure programme learning informs national education influencing work.

Involvement and events

- Working with carer involvement colleagues, develop, recruit and support a Young Adult Carers Expert Panel to ensure young people can input to Caring is Learning programme design and evaluation.
- Co-plan and co-deliver with the Policy and External Affairs Officer (Education) regional Caring is Learning knowledge exchanges between participating schools, colleges, local carer organisations and others to ensure real time learning and programme evolution.
- Support the Policy and External Affairs Officer (Education) to plan and deliver Supporting Student Carers To Excel learning exchange events for further and higher education professionals and local carer organisations to connect and share practice.

Other responsibilities

- Be committed to safeguarding and promoting the welfare of vulnerable adults and children.
- Work at all times within the values and policies of Carers Trust.
- Comply with the Health and Safety at Work Act 1974 and with Carers Trust policy, paying particular attention to the reporting of dangerous situations.
- Have a commitment to developing quality by the implementation of Carers Trust quality evaluation tools along with any other standards set by Carers Trust.
- Respect the personal choice and lifestyles of colleagues, unpaid carers, and people with care needs, ensuring that equal opportunity principles are applied at all times.

How to apply

Please apply by uploading your CV and a supporting statement detailing how you meet the criteria listed as our ideal candidate via the Carers Trust website as instructed.

For an informal conversation about the role please contact recruitment@carers.org.

Application deadline: Sunday 8th September

Expected interview date: Mid September

We value a diverse and inclusive workplace and therefore strongly encourage applicants of all backgrounds to apply and join Carers Trust irrespective of age, disability, sex, gender identity, pregnancy, maternity, race (which includes colour, nationality and ethnic or national origins), sexual orientation, religion or belief, or because someone is married or in a civil partnership.

Carers Trust is committed to making our recruitment practices barrier-free and as inclusive as possible for everyone. This includes making adjustments or changes for people who have a disability or long-term health condition or caring responsibilities. If you need any reasonable adjustments for any part of the recruitment process for any reason please let us know, in confidence, to discuss these.