

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; to March 2027 (fixed term subject to funding)

Reports to: Senior Development Worker

Salary: £29,581 pa

Aim and purpose of the post:

1. Support unpaid carers (as defined by the Carers (Scotland) Act 2016) and disabled people with learning and/or physical disabilities in understanding Self-Directed Support (SDS) and available social care services.
2. Provide independent information, advice, and support to unpaid carers, disabled people, and their families considering or receiving SDS, helping them identify personal outcomes and make informed choices.
3. Offer individual and group support to unpaid carers and disabled people, assisting them in assessing current and future needs through outcome-focused planning.
4. Advocate for unpaid carers, disabled people, and Carers of West Lothian by raising awareness and representing service users among statutory and third-sector organisations across West Lothian.

Social Care and Self-Directed Support (SDS)

- Assist individuals in understanding social care, Self-Directed Support (SDS), and available options to empower informed decision-making.
- Offer independent and impartial guidance on SDS enquiries and social care support choices.
- Provide information and advice throughout the social care assessment process to ensure personal outcomes are clearly identified and communicated.
- Raise awareness of SDS options among carers, disabled people, and relevant agencies.
- Support individuals in evaluating their own needs and making well-informed support decisions.
- Facilitate one-to-one and group peer support sessions (in collaboration with partners) to share relevant information, advice, and guidance.
- Contribute to the creation of information resources such as case studies, videos, and factsheets.
- Collaborate with partners to develop and deliver training sessions and workshops, enhancing knowledge and awareness of SDS and individuals' rights.

Pre-assessment and participation in social care assessments and review

- Assist individuals in preparing for and engaging in social care assessments, ensuring all options are considered.
- Help people plan support that aligns with their personal goals and desired outcomes.
- Collaborate with statutory services, advocating for service users to promote their personal aspirations.
- Encourage self-advocacy while providing informal support, when appropriate, throughout the assessment process.
- Guide individuals in reviewing their chosen support options to ensure they continue to meet their needs and seek review when necessary.

Other

- Collaborate with professionals and stakeholders across West Lothian to identify unpaid carers and disabled people from diverse backgrounds who are considering or accessing social care support.
- Partner with relevant organisations and services to offer assistance and make referrals as needed.
- Engage in and contribute to the West Lothian SDS Forum.
- Take part in local and national meetings and consultations where appropriate.

Service improvement and development

- Enhance service development and improvement through ongoing monitoring and evaluation, ensuring compliance with company policies and procedures while maintaining accurate records.
- Assist in tracking and documenting individual and personal goals and outcomes for service users.
- Support periodic reviews of monitoring and evaluation systems to drive continuous improvement in service user support.
- Contribute to monitoring reports and funding applications by updating the CRM Salesforce system as required.

Partnership working

- Promote the visibility of unpaid carers, disabled people, and Carers of West Lothian services among all partners across West Lothian, aligning with the work plan and service development priorities.
- Engage with health and social care professionals to provide support for service users.
- Represent Carers of West Lothian in networks and meetings, in accordance with the work plan and organisational priorities.
- Facilitate training sessions with statutory, third, and independent sectors across West Lothian to enhance awareness of available support.

Communications

- Collaborate with the wider team to create and share updates on social media platforms, providing valuable information and support for service users.
- Write and contribute articles for the quarterly newsletter.
- Actively participate in internal meetings, including support and supervision sessions, as well as staff team discussions

Volunteers

- Work alongside the wider team to create and share social media updates that offer valuable information and support to service users.
- Write and contribute articles for the newsletter and email updates.
- Engage actively in internal meetings, including support and supervision sessions, as well as staff team discussions.

Administration

- Maintain accurate and timely service user records, ensuring they are stored in accordance with service model guidance, including statistical, evaluation, and support planning documentation.
- Enter and update electronic service user support records in Salesforce, following service model guidelines.

Other

- Carry out any additional tasks or responsibilities required to support the organisation's goals, as directed by the CEO and line manager.
- Carers of West Lothian reserves the right to adjust or modify the duties of the role in response to the evolving needs of the organisation.

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
<ul style="list-style-type: none"> • Strong understanding of the challenges faced by unpaid carers and disabled people, including those exploring or accessing social care and Self-Directed Support. • At least two years of experience providing information, advice, and support to individuals or groups. • Knowledge of Self-Directed Support principles and Independent Living, along with experience assisting individuals in navigating Self-Directed Support. • Good understanding and knowledge of social care. • Awareness of both statutory and voluntary sector health and social care services. • Experience working collaboratively across agencies and disciplines, with a thorough understanding of needs-led assessment procedures. • Proficiency in maintaining service user records, including monitoring and evaluation data.
Skills/Attributes
<ul style="list-style-type: none"> • Strong listening, verbal, and written communication skills, with the ability to produce well-structured reports. • Capable of working independently and collaboratively as part of a team. • Proven ability to apply sound organisational skills effectively. • Skilled in prioritising tasks and meeting deadlines efficiently. • Accurate in recording information both manually and electronically. • Confident and proficient in using modern technologies, including mainstream software, email, and internet applications. • Holder of a full, current driving licence with access to personal transport.
Personal Qualities (e.g. interpersonal skills, attitude)
<ul style="list-style-type: none"> • A proactive, enthusiastic, and adaptable approach to work. • Strong interpersonal skills with the ability to connect with diverse individuals. • Capability to operate effectively within a flexible support service model. • Motivation to embrace new challenges and opportunities for growth.