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**Team leader (Carer Support Services)**

**Job Description**

Title of Post: Team leader (Carer Support Services)

Employer: MECOPP (Minority Ethnic Carers of People Project)

Work Location: Hybrid

Office Location: MECOPP, Norton Park, 57 Albion Road, Edinburgh EH7 5QY

Hours: 28 hours per week

Contract: 1year fixed term (extension subject to funding)

Salary Scale: £32,991 per annum (pro rata)

Reporting to: Chief Executive Officer (CEO)

**Introduction**

MECOPP is Scotland’s leading Black and Minority Ethnic (BME) carers’ organisation providing a variety of care and support services to carers and cared for people from BME and other marginalised communities.

This is a newly created post which will provide operational management and oversight to an existing carer support team across Edinburgh and the Lothians. The services the team is currently tasked with implementing include advice and information; advocacy and casework support; social, recreational and therapeutic activities; and community events.

**Purpose of the Role:**

To lead the day-to-day operational management and oversight of existing carer support services, ensuring high-quality support for carers and effective management of the team. This role includes managing a personal caseload and driving the achievement of service targets, outcomes, and compliance with funder requirements.

**Tasks and Responsibilities**

1. To have lead responsibility for the day-to-day management and operational delivery of our existing carer support services, associated resources and staff.
2. To manage a casework service which will include direct undertaking casework services to carers, providing direct support, guidance, and advocacy.
3. To act as the first point of contact for the carer support team in the delivery of their day-to-day work.
4. To ensure the delivery of existing work plans to meet targets, timescales and outcomes.
5. To support the implementation of effective monitoring and evaluation processes and data collection to evidence impact.
6. To have lead responsibility for the completion of reports to funders. Please note that reporting cycles will differ from funder to funder.
7. To participate in relevant external multi-agency planning and policy forums.
8. To ensure learning is captured and disseminated both internally and externally.
9. To provide support and supervision to existing team members ensuring they have the confidence, skills and knowledge to discharge their roles effectively.
10. To hold regular meetings and check-ins with your team to monitor progress, discuss issues and any mitigation.
11. To report regularly to the designated line manager on all operational and oversight responsibilities.
12. To attend and contribute to the joint Senior Management Team/Team Leader meetings.
13. To provider reports of work to the MECOPP Board of Directors as required.
14. To undertake any ad-hoc duties or activities as requested by the line manager.

**Management and Accountability**

1. Provide regular reports of work to the CEO and MECOPP Board.
2. Participate in regular support and supervision sessions with the CEO.
3. Adhere to MECOPP policies and procedures at all times.
4. Undertake any other appropriate duties as requested by the CEO and Board of Directors.

**Conditions of Service**

1. Annual Leave – 25 days per year plus public holidays (pro rata).
2. Pension – the postholder will have the option of joining MECOPP’s existing group pension scheme or having a contribution made to an existing scheme based on an employer and employee contribution of 6%.
3. Union – MECOPP will recognise the appropriate trade union.
4. Equal Opportunities - MECOPP is actively working towards being an equal opportunities employer.
5. Staff Development and Training – the successful candidate will receive an induction programme within the first 4 weeks of appointment. Further training will be provided if necessary and resources permitting.
6. Some unsocial hours may be required.

**Person Specification**

All of the following requirements will be assessed from a combination of information provided on the application form, the interview process and references:

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| Skills & Abilities | Essential | Desirable |
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| Relevant qualification in social care, health, or related field |

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| Strong interpersonal skills with the ability to lead based on mutual trust, respect and empathy | √ |  |
| Strong written and verbal communication skills | √ |  |
| Computer literacy | √ |  |
| Strong organisational skills with the ability to use own initiative, organise own workload, prioritise, and manage sometimes competing demands | √ |  |
| Ability to develop partnership working between a range of organisations and to network effectively | √ |  |
| Ability to demonstrate an active commitment towards equal opportunities and anti-discriminatory practice | √ |  |
| Ability to speak relevant community language  |  | √ |
| Experience | Essential | Desirable |
| Demonstrable management experience (minimum 2 years) to include staffing, operational management and financial resources | √ |  |
| Experience of advocacy and casework delivery | √ |  |
| Experience of working with BME or other marginalised groups |  | √ |
| Experience of using monitoring and evaluation tools/techniques to evidence positive outcomes | √ |  |
| Experience of participation in multi-agency groups |  | √ |
| Knowledge | Essential | Desirable |
| Knowledge of outcomes and asset-based approaches | √ |  |
| Understanding of current issues informing and influencing self-directed support, the personalisation of care and co-production | √ |  |
| Knowledge of health and social work structures | √ |  |
| Knowledge of current social care policy and legislation | √ |  |
| Knowledge of informal caring  | √ |  |
| Knowledge of current equalities policy and legislation |  | √ |
| Other | Essential | Desirable |
| Current driving licence, with access to own transport and willingness to travel |  | √ |
| Occasional evening and weekend work may be required |  | √ |

Closing date: 23rd July 2025

Interview dates : 30th July at Norton Park Business Centre

For an informal discussion about this position, please contact info@mecopp.org.uk

Please note that CV’s will not be accepted