

Job Description and Person Specification

Title of Post:	Support Advisor (Memory Information Support Team – MIST)
Employer:	Carers of West Lothian (CoWL)
Place of work:	Sycamore House, Quarrywood Court, Livingston EH54 6AX with some home working in agreement with line manager
Hours:	21 hours – part time over 3 days (1-year fixed term contract subject to funding)
Reports to:	Development Worker – MIST
Salary:	£30,468 per annum (pro rata)

Background

CoWL secured funding from the NHS health improvement fund to deliver a project in partnership with local organisations. The project identifies and supports carers and families of people experiencing memory difficulties or dementia, offering support before and after diagnosis, as well as support for the person they care for.

Through emotional and practical support, alongside information and advice, the project will provide earlier intervention to help people stay well for longer. It will increase awareness and understanding of the condition, support individuals and families to make adjustments that improve quality of life and enable carers to manage their caring role more effectively. Ultimately, this will make a positive difference to the lives of carers and those they support.

Aim and purpose of the post:

1. To identify and support unpaid carers, as defined in the carers (Scotland) act 2016, and the person they care for.
2. To deliver the mist project in line with agreed outputs and outcomes, and in alignment with national, regional and local priorities.
3. Work with partners, including west Lothian health and social care partnership, to identify and support people at the earliest stage, particularly pre-diagnosis or on waiting lists
4. To provide specialist and holistic support to MIST carers and families and the person they care for.
5. To provide individual and group support to MIST carers, families and the person they care for to support individuals to identify and achieve personal outcomes that improve wellbeing, confidence and independence
6. To actively represent and raise the voices of unpaid carers and disabled people across West Lothian.

Key Tasks/Job Activities

Carer support

- Collaborate with professionals and partners across West Lothian to identify unpaid carers and disabled and promote engagement with CoWL.
- Deliver individual and group support including training to reduce the emotional, physical and mental impact of caring.
- Support carers to identify their needs and personal outcomes in the short, medium and long term.
- Offer and complete Adult Carer Support Plans with adult unpaid carers to identify support to meet their outcome needs.
- Provide relevant information, advice and signposting to appropriate services and resources.
- Offer holistic general support that complements MIST support, including financial wellbeing, short breaks, and connection to community and specialist services.
- Facilitate engagement with essential support services, both within CoWL and externally, through clear signposting and referral pathways.

Support for the cared for person

Working with project partners:

- Deliver group support and training for people experiencing memory difficulties or dementia alongside their carers
- Promote independence and social inclusion through person-centred and outcome-focused support
- Provide information and access to relevant services and resources
- Raise awareness of the needs of and issues experienced by people with memory difficulties or dementia.

Service improvement and development

- Continuously monitor and evaluate services to drive improvement and development, ensuring alignment with company policies and procedures while maintaining accurate records.
- Contribute to the development and implementation of support services that meet the needs of carers and disabled people in achieving their personal goals and outcomes including MIST partner meetings.
- Contribute to identifying gaps in support provision and propose service improvements.
- Participate in regular reviews of monitoring and evaluation systems to enhance and refine support services.
- Update the CRM system to contribute to monitoring reports and funding applications, ensuring accurate and up-to-date information

Partnership working

- Collaborate with public and third sector partners to support people access MIST support.
- Enhance awareness of unpaid carers, disabled people, and CoWL among partners across West Lothian.
- Collaborate with health and social care professionals to provide effective support for unpaid carers and disabled people.
- Represent CoWL in networks and meetings, contributing to current service and organisational priorities.
- Facilitate awareness raising training across statutory, third and independent sectors within West Lothian.
- Provide support from our centre and through outreach work across West Lothian.

Communications

- In conjunction with the wider team, write and post updates on CoWL online platforms that provide information and support.
- Participate and contribute to internal meetings including support and supervision, and staff team meetings.
- Ensure MIST support information is clearly communicated through accessible formats and platforms.
- Keep the wider team informed of relevant developments, ensuring consistent and up-to-date advice is provided across the organisation.

Volunteers

- Raise awareness of volunteering opportunities within CoWL, engaging beneficiaries and the wider public interested in supporting the organisation.
- Offer appropriate support to volunteers, ensuring they feel valued and equipped for their roles.

Administration

- Maintain accurate, timely and well-organised records, ensuring compliance with service model guidance, including statistical, evaluation, and support planning documentation.
- Update and manage electronic support records within our CRM, ensuring alignment with service model guidelines.

Other

- Maintain up-to-date knowledge of dementia and other supports to ensure accurate advice.
- Carry out additional tasks or responsibilities as required to support the organisation's goals, under the guidance of the line manager or CEO.
- CoWL may adjust or modify the duties and responsibilities of this role at any time to meet 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

21 hours per week, as agreed with your line manager. The role offers flexibility to meet the needs of the service, with occasional evening or weekend work where required. In these instances, time off in lieu will be agreed.

There is also flexibility in where you work, with opportunities for a blended approach between home and office working, depending on service needs.

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.• At least two years of experience providing information, advice, and support.• Knowledge and experience of supporting people with memory difficulties and dementia and/or their family.• A good understanding and working knowledge of care in the community.• 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.• Experience of family support work desirable but not essential.
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.