



Job Description & Person Specification

- Carer Adviser and Facilitator –

Post:	Carer Adviser and Facilitator (BAME Carers and Self-Directed Support Focus)
Line Managed by:	Assistant Service Manager
Service Area:	Advice Services
Salary:	£28,226.05 - £29,913.92 (Pro rata: £20,264- £21,476)
Hours:	28 hours per week
Location	Main base location can either be person's home or office base at Action Group Head office, 1 Granton Mains Ave, Edinburgh EH4 4GA. The post will require travel across Edinburgh and the Lothians.

THIS POST REQUIRES PVG CLEARANCE

Purpose of the Post:

To improve access to self-directed social care support for Black Asian and Minority Ethnic Carers. To ensure that carers assisted by the service have choice and feel valued, listened to and involved.

To provide a holistic service that assists carers to gain:

- Improved knowledge of Self- Directed Support
- Improved access to all supports that could benefit them
- improved confidence in their ability to shape services and support
- improved confidence in accessing and managing Self-directed supports
- improved physical, mental and social wellbeing

Job Overview

The post holder will work in partnership with colleagues in LCIL. They will co-design, promote and facilitate peer support groups and workshops on Self Directed Support and related topics for Black, Asian and Minority Ethnic Carers, living in Edinburgh and the Lothians. They will also provide follow up advice and 1-1, casework support for Carers, so that Carers are assisted at all stages of their social care journey.

The post holder will be part of The Action Group's accredited advice service as well as this exciting new partnership with LCIL.

Expected approach to carer support

Post holder will support carers using conversational techniques and an asset-based approach: This supports carers to identify and build on their skills, knowledge and the connections and resources within families and communities.

Post holder will use a solution-focussed and outcomes-based practice. This approach recognises that carers are the experts in their situation and places them 'in the driving seat'. It allows carers to shape the content and nature of the support provided, with carer advisers acting as knowledgeable facilitators.

Carer support is offered on a flexible, person-centred basis through personal contact, telephone, email and web-based tools. Advisers are required to manage their own time and caseload.

The post-holder is responsible for ensuring their work with carers is methodically and accurately recorded. All contact with carers is recorded in real time, electronically on a web-based case management system.

1. Service Delivery

Main duties:

Promotion.

- Work with Operations and Communications colleagues, to advertise and promote the project externally and internally.
- Increase participation numbers of Black Asian Minority Ethnic carers in workshops, information sessions, and peer support groups, creating a programme of activities and support that are responsive to people's needs.

- Pro-actively approach community groups/community organisations to raise awareness of the project
- Attend relevant forums and networking events

Programme design and delivery.

- Co-facilitate peer support groups, workshops, and information sessions with colleagues and/or volunteers. Offer a blended programme of activities including online and in-person across community locations.
- Co-design the peer support groups, workshops, and training sessions with peer supporters, LCiL colleagues, volunteers and Champions.
- Liaise with Operations colleagues to support the practical organisation of peer support groups and workshops including scheduling, bookings, venue-hire, and meeting specialised needs of individual participants where necessary.
- Develop and maintain up-to-date knowledge of available services and activities across The Action Group, LCiL and the wider sector to enable referrals for specialist support as needed to help participants best achieve their personal outcomes.
- Work with colleagues to ensure this projected is integrated within the wider advice service, to ensure a holistic approach to supporting participants.
- Actively participate in the ongoing monitoring and evaluation of groups.

1-1 casework support.

- Provide person centred information, advice and support on social care planning and Self- Directed Support
- Provide accurate and up- to-date information, advice and follow-up support relating to social work and social care issues.
- Liaise with external agencies on behalf of carers and making effective referrals to other agencies.
- Act as a specialist resource for carers and professional workers from a variety of agencies.

2. Other Core Activities

- Develop and maintain an up-to-date knowledge of relevant support services and, legislation relating to social care.
- Identify issues and trends affecting BAME carers and people with support needs.
- Develop strong networking and partnership working with The Action Group staff and external agencies, to provide mutual support, gather information and share tactics for dealing with problems.
- Assist with monitoring and evaluating the service and with writing reports.

- Undertake own administrative tasks.
- Take share of Team and Organisational duties such as chairing and minuting meetings, attending Action Group events
- Help monitor the outcomes of our work and feed into campaigns around areas of concern.
- Assist with production of written advice materials
- Design and deliver presentations to other agencies and community groups
- Use a range of web-based tools and social media to support and engage with carers, and to encourage carers to develop new skills.
- Maintain a good understanding of equality and diversity issues and a commitment to supporting people from marginalised groups

3. Health and Safety

- Adhere to The Action Group's health and safety policies at all times

4. Contributing to the Team

- Communicate openly, fully and effectively with others at all times

5. Contributing to a Quality Service

- Be familiar with, and work within, all service and organisational policies and procedures
- Participate in all necessary training
- Contribute to consultation efforts and assist in the production of service standards, reviews, evaluations and annual reports on service improvement
- Encourage understanding of the complaints procedure amongst those using our services.

6. Other Duties

- This job description is not intended to be exhaustive and the post holder may be required to perform other duties on occasion.

7. Confidentiality

- High standards of confidentiality are required in relation to the roles, tasks and responsibilities described above

8. Supervision Received

- The post holder will regularly meet their line manager for supervision as outlined in the Action Group's performance management policy.

This job description may be amended following discussions with the postholder and with the approval of the Head of HR

Carer Adviser Worker - Person Specification

What the Action Group looks for in an applicant:



Specific requirements for this role

Essential Skills:

- Good communication skills both written and oral with the ability to express ideas clearly and succinctly.
- Skills to work effectively as part of a team and to work positively with partners and stakeholders.
- Capable of self-directing and using own initiative
- Computer literacy and digital confidence, with experience of using the Microsoft office suite
- Demonstrable confidence and ability to represent carers
- Strong planning, organisational and time management skills
- Ability to prioritise a complex workload.
- Creative problem-solving skills.

Essential Experience and Knowledge

Candidate must have experience in at least two of the following:

- Knowledge of health and social care landscape and Self-Directed Support Legislation
- Experience of facilitating groups/delivering workshops
- Working with diverse communities

- Experience of working in a person-led and outcome – focused way
- Demonstrable understanding of Equal Opportunities and anti-discriminatory practices and a commitment to supporting people from marginalised groups.

Desirable:

- Ability to speak a second language (in addition to English)
- Experience of working with Carers
- Experience of solution-focussed client practice
- Experience of facilitating groups to make their own decisions and direct their own learning.
- Driving licence and access to own vehicle

Qualifications

Educational qualifications which may include qualifications in counselling or person-centred training, community development, adult education, social work, education to university degree level, or other relevant qualifications.

In addition, the following behavioural competencies will be assessed during the recruitment process

Professionalism	<ul style="list-style-type: none"> • Committed to promoting the independence, rights and choice of people with support needs • Works to agreed standards and fulfils commitments • Is calm, resilient and tenacious under pressure • Excellent verbal and written skills (clear, concise and structured) • Recognises boundaries of role • Has a positive outlook and approach to work
Self-development	<ul style="list-style-type: none"> • Committed to own learning and skills development • Reflects on and evaluates own behaviour/actions • Asks for support and assistance when required

<p>Empowering People:</p>	<ul style="list-style-type: none"> • Respects the choice, privacy and dignity of others • Communicates specialist knowledge at a level appropriate to the receiver • Assists others to understand the potential consequences of different choices
<p>Building and Maintaining Relationships:</p>	<ul style="list-style-type: none"> • Has a friendly and welcoming manner • Engages confidently with a wide range of people • Shows consideration for the opinions, beliefs and needs of others • Actively listens to others • Delivers difficult messages sensitively and appropriately
<p>Analysis & Decision-Making:</p>	<ul style="list-style-type: none"> • Uses appropriate questioning and research methods • Absorbs and remembers detailed information • Summarises complex information into shorter forms • Evaluates complex information and makes conclusions • Assesses situations and uses initiative • Identifies opportunities to improve processes
<p>Planning & organising</p>	<ul style="list-style-type: none"> • Shows good planning and organising skills • Prioritises tasks according to need • Monitors ongoing progress and keeps to deadlines • Independently manages a complex and ever-changing workload
<p>Working in Partnership:</p>	<ul style="list-style-type: none"> • This means working effectively as a team and sharing information with outside parties as required