

Person Specification and Job Description for the post of:

Carer Brokerage Practitioner

POST	2 posts Post 1. Carer Brokerage Practitioner (Edinburgh) Post 2. Carer Brokerage Practitioner (Midlothian)
EMPLOYER	VOCAL – Voice of Carers Across Lothian
SALARY	SJC scale SCP52, £17.78 per hour - £33,399 per annum VOCAL will match up to 6% pension contribution 33 days paid leave plus 6 public holidays
HOURS	36 hours per week (including some evening and occasional weekend work)
LOCATION	<u>Post 1:</u> will work across Edinburgh from VOCAL's Carer Centre at 60 Leith Walk, Edinburgh EH6 5HB, with regular meetings in other Edinburgh locality areas <u>Post 2:</u> will work across Midlothian from VOCAL's Carer Centre at Hardengreen Estate, Dalkeith EH22 3NX, with regular meetings in other Midlothian locality areas
CONTRACT	Fixed-term until 31 March 2027 with planned extension subject to funding

VOCAL is a carer-led organisation employing some 60 staff, supported by a team of 50 volunteers, who are based at the Edinburgh Carers Hub and Midlothian Carers Centre, and within several health and social care settings across Edinburgh and Midlothian.

Purpose of the post

The postholder will lead a Self-Directed Support (SDS) focused project, **VOCAL about Independent Living** funded by Support in the Right Direction, Inspiring Scotland. They will liaise with staff, relevant organisations and the funder whilst running the project, including Lothian Centre for Inclusive Living (LCiL) who will also have a post as part of this project. SDS carer support is already well established at VOCAL, and the postholder will be able to benefit from the expertise of the practitioners who have been involved with SDS carer support to date.

As a Carer Brokerage Practitioner, the postholder will be responsible for supporting and brokering the implementation of SDS options for unpaid carers and individuals requiring care and support. The primary focus will be on empowering individuals to exercise choice and control over their care needs, ensuring they receive personalised support that aligns with personal outcomes and goals. As a Carer Brokerage Practitioner, the postholder will play a pivotal role in promoting independence, enhancing quality of life, and fostering meaningful relationships between carers, families, statutory and community supports and service providers to ensure the effective delivery of personalised care solutions.

The postholder will support at least 200 carers a year, enabling carers to be well informed and supported to consider self-directed support options and broker appropriate supports for themselves and the people they care for.

VOCAL values

- We are carer-led and engage carers in all aspects of our work
- We recognise and advocate for carers as equal partners in care
- We support carers to:
 - build on their strengths and skills
 - identify and achieve their outcomes
 - strengthen their resilience
 - improve their quality of lives
- We believe in diversity, equality of opportunity and choice
- We promote transparency and honesty
- We treat people with dignity and respect
- We create opportunities for innovation, creativity and enterprise
- We seek to work in partnership around agreed outcomes

Improved outcomes for carers

The post holder will contribute to the following outcomes for carers.

Carers will report:

- Improved health and wellbeing
- A life of their own
- Improved relationships
- Feeling financially secure
- Choices in caring
- Feeling informed/equipped and safe
- Feeling confident and able to continue caring
- Feeling actively involved in shaping support
- Quality of life for the person they care for
- Plans for the future care of the person they care for

Person Specification

Education

- Evidence of educational qualifications, may include qualifications in person-centred support, community development, adult education, social work, health, education to university degree level, or other relevant qualifications.

Experience

- Previous experience working in a brokerage or similar role within health and social care, with a focus on SDS

- Previous experience in delivering outcome-focused, asset-based support to individuals
- Experience of working collaboratively with key stakeholders from public, private and third sectors
- Experience of developing positive internal and external working relationships

Knowledge, skills and ability

- A sound understanding of the needs and situation of carers
- A strong understanding of SDS principles, legislation, and best practices
- Knowledge of current health and social care environment, including relevant legislation
- Knowledge of how the statutory, voluntary and private sectors work
- Excellent group work and peer support skills
- Excellent communication skills and ability to develop effective partnerships
- Excellent listening, verbal and written skills, including report writing
- Knowledge and experience of accessing community assets and resources
- Demonstrated ability to conduct comprehensive assessments, develop personalised care plans, and resource care services
- An ability to network with agencies and professionals across all sectors and at all levels
- An ability to manage sensitive discussions and challenging conversations with external stakeholders
- Proven ability in organising, prioritising and managing own work

Job Description

Support Planning:

- Support carers to complete and utilise their Adult Carer Support Plans (ACSPs) to access statutory and universal supports and services.
- Support carers to monitor and review their ACSP in order to achieve personal outcomes, goals and preferences.
- Working alongside VOCAL's Community Development Officer to support the development of a carer cooperative (Midlothian only).
- Manage an active caseload of 50 carers at any one time, working with 200 carers per annum.

Brokerage services:

- Guide carers through the process of selecting appropriate care and support services, including home care, personal assistance, respite care and other community resources.
- Support carers to procure services, negotiate contracts and agreements with service providers.
- Provide guidance and support to individuals navigating the SDS process, including budgeting, planning and recruitment.
- Actively promote choice and control by facilitating access to a diverse pool of personal assistants and care services.

- Support the recruitment of family members as Personal Assistants, linking with relevant agencies to support training and employment requirements.

Information and Advice:

- Provide clear and comprehensive information to carers about the principles and benefits of SDS, as well as available supporting options and funding mechanisms.
- Offer guidance and support to carers, including 1:1 surgeries, group and peer support sessions, in navigating the SDS process and addressing any questions or concerns they may have.
- Stay informed about relevant legislation, policies and best practice in SDS and carer brokerage, and apply this knowledge to enhance service delivery.
- Lead the delivery of SDS support to carers, working closely with the Carer Support Team who also support carers with navigating SDS options.

Advocacy and empowerment:

- Advocate for the rights and choices of carers, ensuring that they are able to exercise choice and control over care and support arrangements.
- Empower carers to make informed decisions about care, fostering independence and self-determination.
- Support carers to navigate complaints and appeal processes.

Monitoring and evaluation:

- Lead on the development of systematic monitoring and evaluation of the project, using both qualitative and quantitative data to produce quarterly reports for contract compliance.
- Use monitoring and evaluation reports to evidence impact of the role and influence carer support development.
- Liaise with designated lead managers and partners to give and receive feedback on support provided.

General Duties:

The postholder will be expected to consistently and effectively perform a number of general duties:

- to work with and support any volunteers assigned to facilitate their work
- comply with Carer Centre policies and procedures such as confidentiality policy, telephone and recording procedures, lone working policies, etc.
- comply with and contribute to VOCAL's work of continuous quality improvement
- participate in VOCAL staff team planning meetings
- carry out other non-recurring duties as arise from time to time, and occasionally help cover carer centre duties during the absence of team members.
- work collaboratively with relevant VOCAL staff to develop links with key stakeholders, employers and the private sector.

Accountability, Management and Development

The post holder will benefit from a structured induction programme within the first month of appointment, followed by a six months' probation period.

The post holder will ultimately be accountable to the Board of Directors.

For line management, supervision and support the post holder will be answerable to the Senior Carer Support Practitioner.

The Board of Directors acknowledges its responsibility to help identify training needs of staff members and to allow reasonable time and resources for staff training, where such training furthers the duties and responsibilities of the post.

Emphasis is placed on team accountability and mutual support.

The post holder will be based at one of VOCAL's Carer Centres but will be expected to carry out a range of duties at different locations across Edinburgh/Midlothian.

The post holder will be expected to carry out the duties of this post with due regard to Equal Opportunities and non-discriminatory practice.

Conditions of Service

The post is advertised initially at 36 hours per week. There may be some flexibility over the distribution of hours that will form the normal working week. Occasional evening and weekend work may be required. VOCAL operates a 36-hour week for full-time staff.

VOCAL offers a range of contractual benefits, including:

- generous annual leave entitlement of 33 days plus six public holidays (pro rata for part-time staff). This increases with length of service.
- a 6% pension contribution which increases with length of service
- enhanced maternity, paternity and adoption pay
- paid Carer's Leave
- enhanced sick pay
- a Cycle to Work Scheme.

The postholder will be expected to become a member of the Protection for Vulnerable Groups (PVG) Scheme (Adults). If already a member, a PVG Update will be requested.

