

Person Specification and Job Description for the post of  
**Carer Support Practitioner (Safe and Warm project)**

<b>POST</b>	Carer Support Practitioner (Safe and Warm project)
<b>EMPLOYER</b>	VOCAL
<b>SALARY</b>	£34,658 per annum– pro rata if part-time - (£18.45 per hour) VOCAL will match up to 6% pension contribution
<b>HOURS</b>	30 hours per week over 4/5 days (with some evening and occasional weekend work) 33 days paid leave plus 6 public holidays
<b>LOCATION</b>	The post holder will be based at VOCAL Carers’ Hub, 60 Leith Walk - working across Edinburgh and Midlothian
<b>CONTRACT</b>	Fixed term (until April 2026 with a view to extending should continuation funding be secured)

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**Purpose of the post**

The Carer Support Practitioner (Safe and Warm Project) will focus on providing comprehensive support to unpaid carers who are facing challenges related to energy costs and home safety. This project is designed in partnership with SGN's Safe and Warm initiative, which aims to help carers manage their energy use more efficiently and access resources that ensure their homes remain safe and warm.

You will work directly with carers to improve their financial wellbeing, increase energy efficiency knowledge, and provide access to energy-saving measures. Through tailored advice, information, and practical support, you will ensure that carers and the individuals they care for can navigate the challenges posed by the cost-of-living crisis, fuel poverty, and safety risks such as carbon monoxide exposure.

The post holder will support carers to access an Adult Carer Support Plan and person-centred support for their caring situation, their health and wellbeing and their personal development. They will work as part of a team and will support the service to achieve its objectives maximising uptake of VOCAL’s services through promotional activities, developing joint working relationships with partner agencies and encouraging referrals.

**Improved outcomes for carers**

The post holder will be part of VOCAL’s Carer Support Team and contribute to the following outcomes for carers:

Carers will report:

- being better informed about issues linked to their caring role
- improved confidence in their ability to shape services and support
- improved confidence in managing their caring role
- improved physical and mental wellbeing
- improved confidence in their ability to deal with the changing relationships
- improved economic wellbeing

- improved social wellbeing
- improved personal safety

As part of the Safe and Warm Project, the postholder will work to achieve the following key outcomes for carers:

- **Increased financial stability** by helping carers access grants and income-maximisation resources.
- **Increased confidence** in managing household costs and energy consumption.
- **Enhanced knowledge** of energy efficiency and home safety practices, including carbon monoxide risks.
- **Improved wellbeing** of carers and those they care for by reducing fuel poverty and creating safer, more affordable home environments.
- **Greater awareness** of available energy support services and how to access them effectively.

### **VOCAL's approach to carer support**

VOCAL supports carers using conversational techniques and an asset-based approach. This supports carers to identify and build on their skills and knowledge and the connections and resources within families and communities, rather than focusing on problems and deficits.

VOCAL applies a solution focussed and outcomes-based practice across all carer support services and interventions. This supports carers to reflect and identify areas for improvement, change and prioritisation. 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 VOCAL staff acting as knowledgeable facilitators.

### **Practice expectations**

Carer support is time limited and offered on a flexible, person-centred basis through personal contact by appointment, telephone, email and web-based tools. Staff are required to manage their own caseload, ensuring that client support is structured, with baseline assessment, support, outcome review and closure.

Personal outcomes are identified at the beginning of carer support. Personalised solution-focussed support and information follow. The conclusion of support is planned, includes a review of personal outcomes and leaves the carer empowered to move forward independently.

Staff are 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.

VOCAL has defined essential data which is captured and includes demographic information and baseline, key actions and review information indicating the carer's progress to their self-defined outcomes.

Building carers' digital confidence and skills is an integral part of supporting carers to continue in their caring role, and to build and maintain a life outside the caring role. Digital tools also offer flexible and creative options when tailoring and delivering person-centred support for carers. VOCAL staff are expected to use a range of web-based tools and social media to support and engage with carers, and to encourage carers to develop new skills.

## Person Specification

The post holder is expected to evidence:

### Knowledge

- A sound knowledge of health and social care issues, the needs and situation of carers and a demonstrated commitment to supporting carers
- A good knowledge of how the statutory, voluntary and private sectors work and an ability to undertake outcome-focused networking with other agencies and professionals
- A basic knowledge of financial issues affecting carers including energy efficiency, home safety (including carbon monoxide awareness), welfare benefits, income maximisation, Self-Directed Support and the Adults with Incapacity Act
- A good understanding of equality and diversity issues and a commitment to supporting people from marginalised groups

### Skills

- Excellent interpersonal and conversational skills that allows effective communication with all
- The ability to listen effectively and understand individual needs
- Ability to research and present practical, solution-focused advice regarding energy usage, financial support, and home safety
- Ability and willingness to use social media and web-based tools
- Good literacy and writing skills with ability to write accurate case notes
- Effective research skills and the ability to effectively disseminate learning
- Ability to deal with carers, professionals and members of the public in a sensitive and person-centred manner
- Proven ability of organising, prioritising and managing own work
- Ability to work collaboratively to coproduce positive outcomes in a timely manner

### Experience

- Experience in casework and person-centred support work, in a paid or unpaid capacity
- Experience in working with carers
- Experience of brokering support from a range of sources
- Experience of maintaining detailed electronic client records
- Experience using Outlook, Word and Excel and web browsers on both desktop and mobile devices
- Experience of working effectively in a team

### 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.

### Desirable

- Experience in providing support related to financial wellbeing or energy efficiency
- Experience facilitating training and workshops

- Experience of solution focussed client practice
- Experience of using person centred tools or tools for care planning
- Some experience in group work or training
- Presentation skills

## Job Description

### Carer identification

- To receive referrals of carers from primary and acute health care staff, community care staff and from any local agencies, including self-referrals.
- To participate in community outreach and awareness-raising activities, including presentations and information sessions on the Safe and Warm Project.

### Carer support

- The post holder is required to support a minimum of 240 carers per annum and have an open case load of approximately 40 carers at any given time.
- Support carers to access person centred information, advice and support which is outcome-focused and sensitive to their particular caring situation through one-to-one case work and through the duty system.
- Establish personal outcomes, understand options and identify and access their preferred option.
- Supporting carers to access and prepare for carer assessments and to complete Adult Carer Support Plans.
- Identify, plan and broker person-centred solutions by navigating the statutory systems, Third Sector support and through applications to grants and trusts.
- Build own resilience and plan to prevent crisis.
- Identify and access training and personal development opportunities, to help improve the balance of care with employment, learning and social life and the carers wellbeing.
- Contribute to the planning, promotion and facilitation of training and peer support groups.

### Carer engagement

- To support carers to participate in consultation and planning structures.
- To support local developments of carer support services.
- To inform and consult carers on relevant issues by assisting in the organisation of carer events.

### Monitoring and evaluating carer outcomes

- Comply with VOCAL's casework model and outcomes focused working, specifically the use of the Carer Outcomes Evaluation tool used to shape casework and measure impact.
- Be responsible for the accurate and timely recording of all carer contact and casework on VOCAL's web-based case management system.
- Assist in producing statistical information on carer support.

### General Duties

As a member of the Carer Support Team, the post holder will be expected to consistently and effectively perform a number of general duties:

- To work with and support any volunteers assigned to facilitate the work of the post holder/team.
- Participate in carer support duty rota.

- Comply with VOCAL's 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.

### **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 a 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 VOCAL's Edinburgh Carers' Hub but will be expected to carry out a range of duties at different locations across Edinburgh and 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 initially advertised at 30 hours per week over 4/5 days. To meet service expectations there will be a requirement for regular early evening work and occasional weekend work. 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.

