
South Asian Carers Engagement Worker

POST	South Asian Carers Engagement Worker
EMPLOYER	Coalition of Carers in Scotland (employed through VOCAL)
SALARY	£32,606 SCP59 (pro rata) Up to 6% pension contribution matched
HOURS	20 hours per week with some evening and weekend work; 32 days paid leave plus 6 statutory holidays (pro rata)
LOCATION	Working from home with some travel within Scotland

Introduction

The Coalition of Carers in Scotland (COCIS) is a highly regarded and valued national carers' network, established in 1998. Our vision is that carers will have the right to quality services and access to personalised support at every stage in their caring role to ensure they enjoy good health and a life alongside caring.

BAME carer groups have identified ways they want us to address the current inequalities in the system and enable them to have a meaningful voice. The postholder will work with carers from South Asian communities and local carer organisations to enable carers from South Asian communities to feel part of a larger carer network, to have their views and experiences listened to, and to contribute to local and national changes which support their wellbeing

The Coalition of Carers in Scotland is an Equal Opportunities employer and all applicants for posts receive equal treatment irrespective of ethnic origin, gender, disability, religion, sexuality, and age.

The South Asian Carer Engagement Worker is a specialist role to support the Coalition of Carers in Scotland to deliver a culturally competent service to carers from South Asian communities. This role requires a strong commitment, desire, ability and preferably bilingual skills to reach out to carers from South Asian communities.

This post is funded for 3 years through the National Lottery Community Fund

Improved Outcomes

The postholder will contribute to the following outcomes for carers, with a particular focus on improving carer confidence to shape services and support

Carers will report:

- Access to regular peer support, contributing to reduced feelings of isolation
- Meaningful involvement, contributing to feeling more confident and empowered
- Ability to shape the activities and services they use to better meet their needs
- More access to support and opportunities to improve their lives
- Greater inclusion and reduced barriers to accessing support, policy and services

Job Description

1. Support local carers support services in their work with carers from South Asian communities

- Support and extend the BAME Carers Workers Forum. Established 2019, this group brings carer support staff together to improve identification and support of BAME carers
- Provide updates and briefings to local carer support services
- Collate and develop best practice resources

2. Develop carer engagement, with a focus on carers from South Asian communities

- Establish 3 national Carers Voices Networks, increasing peer support, understanding of and collective voice for carers from South Asian communities, including:
 - South Asian carers of someone with dementia
 - South Asian parent carers
 - South Asian carers of someone with mental ill-health
- Support the National Carers Collective Forum for carers currently active in their local communities (online and geographical) who want greater involvement in national campaigning.
- Build our online networks, providing an online community of support and more engagement opportunities for carers, as well as highlighting opportunities to help shape the support they need.
- Ensure carers who wish to become involved in local strategic planning have access to training and are linked into their local networks.
- Support carers to participate on national forums
- Collate and disseminate findings from engagement activities

3. General Duties

As a member of the Coalition staff team, the postholder will be expected to consistently and effectively perform a number of general duties:

- Comply with Coalition policies and procedures
- Comply with and contribute to Coalition's work of continuous quality improvement
- Participate in Coalition staff team planning meetings

- Carry out other non-recurring duties as arise from time to time, and occasionally help cover other staff's duties
- Participate in Coalition member meetings and Executive Committee planning meetings
- Produce statistical information on carer feedback and carer outcomes

Accountability, Management and Development

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

The Coalition of Carers in Scotland acknowledges its responsibility to help identify training needs of staff 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 home-based, but will be expected to carry out a range of duties at different locations across Scotland

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 at 20 hours per week. There is some flexibility over the distribution of hours which will form the normal working week.

The post holder qualifies for 32 days paid leave plus 6 statutory holidays (pro rata).

The employer is committed to meet a 6% pension contribution.

Person specification

The person specification is a picture of experience, skills, knowledge and ability required to carry out the job. It will also be used for candidate selection in the short-listing and interview process for this post. Applicants should demonstrate on their application form how they meet the following criteria.

Education / Experience
Educational qualifications, which may include qualifications in social work, community development, counselling, education to degree level or other relevant qualifications or experience
Experience
Experience of project planning, management and delivery: the ability to demonstrate planning, implementation and completion of project work
Extensive experience – professional or voluntary – in partnership development
Proven experience of organising and facilitating engagement and learning events
Experience of working with South Asian communities
Proven experience in delivering presentations in a variety of settings
Experience of participatory, coproduction and involvement methods
Experience of working effectively in a team
Experience of using a variety of social media platforms, including Facebook and Twitter
Computer literate, with experience of using Word and Excel and other software on both desktop and mobile devices
Skills
Excellent interpersonal and conversational skills that allow effective communication with all
Fluent in one or more of the South Asian community languages
Ability to deal with carers and professionals in a sensitive and person-centred manner
Proven communication skills: verbal, written, presentational and online. Ability to write creative, persuasive, concise and articulate copy
Leadership and people skills: ability to collaborate effectively with a range of partners
Proven ability in organising, prioritising and managing own work
Ability to work within tight timescales and deadlines
Knowledge
A good understanding of the issues facing carers from South Asian communities
A sound knowledge of health and social care issues and structures
A good understanding of what is necessary for a carer to be able to contribute their views effectively and how to facilitate this

A good knowledge of how the statutory, voluntary and private sectors work and an ability to undertake outcome-focused networking with other agencies and practitioners

A good understanding of equality and diversity issues and a commitment to supporting people from marginalised groups

Good knowledge of project monitoring and evaluation

Commitment to Equal Opportunities

A good understanding of equality and diversity issues; a commitment to supporting people from hard-to-reach, minority or marginalised groups and the ability to adhere to the Coalition's Equal Opportunities Policy