



Caithness
Consulting

Executive Search by Professionals, for Professionals
Our Experience Makes the Difference



vocal 
working with carers

Engaged by our client to recruit a

Carer Services Manager (Edinburgh)

Candidate Information Brief



About our Client

VOCAL – Voices of Carers Across Lothian

VOCAL is an advocacy organisation, a provider of carer support and a social enterprise.

With two carer hubs and locality bases across Edinburgh and Midlothian, we offer digital and in-person support, and our services and support measures include:

- Creating Adult Carer Support and Emergency Plan
- Carers rights and entitlements
- Extensive events and activities programme
- Emotional support, counselling and wellbeing
- Welfare rights, finance and legal issues
- Short breaks
- Support for employers and those working with carers
- Addictions (alcohol and drugs)
- Treasure Tree, a social enterprise which supports the economic wellbeing of unpaid carers and their families

Our Impact

Over 1,700 carers reported positive outcomes following support from VOCAL:

- 85% reported improvements in feeling better informed about issues relating to their caring role
- 78% reported improved confidence with their caring role
- 79% reported improved confidence in their ability to shape services
- 75% reported that their physical and mental wellbeing had improved
- 61% reported improvements in their ability to deal with changing relationships resulting from the caring role
- 71% reported improvements in their economic wellbeing
- 59% reported improvements in their personal safety
- 58% reported that their social wellbeing had improved



A close-up photograph of a woman with dark hair hugging a young child. The woman is wearing a black t-shirt and the child is wearing a plaid shirt. They are outdoors, with green foliage visible in the background. The text 'Contributing to the changing health & social care landscape' is overlaid on the left side of the image.

Contributing to the changing health & social care landscape



Case Study:

Parent and carer

Rachel* is a single parent and carer for her teenage son, Owen* who experienced a brain injury at birth, resulting in multiple conditions being diagnosed. Owen is also a full time wheelchair user.

Initially, Rachel refused support for herself, identifying herself as a parent, rather than a carer. In July 2020, four months into the first Covid-19 lockdown, Rachel realised she needed help and reached out to VOCAL. Rachel and her son were shielding together in their home leaving her to provide 24/7 care for Owen.

There was no other outside support available, with Owen's school closed and his medical appointments moved online. Rachel hadn't been able to visit her mum in months. She felt isolated and exhausted.

Rachel was given time and space to talk through her situation, using her Adult Carer Support Plan as a tool.

She identified that she wanted to connect with other parent carers. Following this conversation, Rachel joined our VOCAL Midlothian Parent Carer Facebook group and she has since formed a strong friendship with another parent carer who lives near but that she had never met previously. She also joined VOCAL's online Parent Carer Support Group in the evenings.

As they were isolating at home, Rachel also mentioned that being able to do a little gardening or simply sit in her garden with her son made a big difference. Following discussions on self-direct support and breaks, work was completed to improve her garden's accessibility. Rachel and her son are now able to use their garden to its full potential. The combination of these solutions were described as a 'lifeline' by Rachel during this challenging period, and illustrates VOCAL's commitment to improving carers' health and wellbeing in creative and sustainable ways.

** Names have been changed to protect the carer and cared for person's anonymity*

The Role

Carer Services Manager (Edinburgh)

VOCAL - Voice of Carers Across Lothian is seeking an experienced and dynamic Carer Services Manager to join its busy Edinburgh team providing support to carers. You will work to ensure the smooth delivery of quality carer support, consolidating and developing systems, structures and practice.

You will manage a team of Senior Practitioners with responsibility for a range of carer services and supports, training and events and VOCAL's Wee Breaks service - all to achieve positive outcomes for carers.



Your skills & attributes for success

Carer Services Manager (Edinburgh)

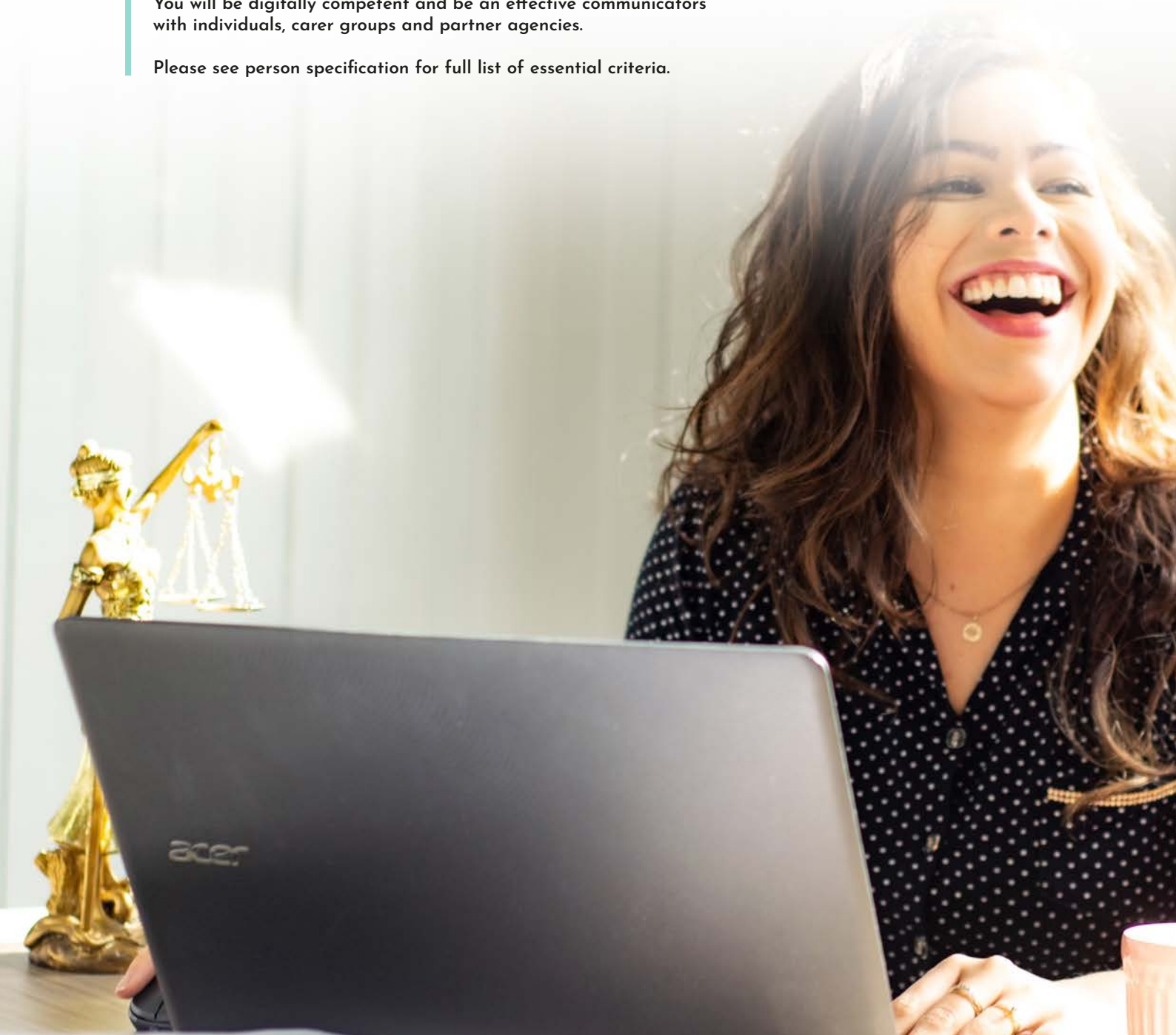
You will have excellent knowledge of health and social care provision in Scotland, including key legislation and policy affecting carers. This will include working knowledge of supports available to support carers, as underpinned by the Carer (Scotland) Act 2016.

You will evidence excellent people, leadership and communication skills, with experience in staff management, service development and person-centred support work.

You will have an understanding of diverse caring situations, the impact of caring on peoples' lives and barriers carers face at different points of the caring journey.

You will be digitally competent and be an effective communicators with individuals, carer groups and partner agencies.

Please see person specification for full list of essential criteria.



Remuneration Package & Benefits

Compensation:
£41,460

Term:
Full time (36 hours per week), permanent.

Holidays:
33 days paid leave plus 6 fixed public holidays.

This is supplemented by an attractive benefits package including match funding of up to 6% pension contribution.





Eilish McDowell

Will be the Consultant who will lead on this role

Contact details

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How to Apply

Caithness Consulting has been appointed by VOCAL to conduct this search on their behalf. We pride ourselves on our candidate centred approach and welcome initial confidential discussions with potential candidates before deciding to apply. Should you wish to do so, please contact Eilish to arrange a convenient time.

Alternatively, please complete the VOCAL application form available on our website.

Closing Date: Friday 14th July 2023

Interview Dates: Monday 31st July 2023

A full job and person specification, plus other documents of interest are available to download from the vacancy page on our website. www.caithnessconsulting.co.uk





Our professional integrity underpins and informs everything that we do individually and as a company.

As the world of recruitment becomes ever more reliant on technology and while we embrace these benefits, we never forget that we are in a "People Business" and People matter.



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