

# Independent Care Review Team Care and Support

Work Area	Centre for Excellence for Looked After Children (CELCIS) ( <a href="http://www.celcis.org/">http://www.celcis.org/</a> )		
Faculty	Faculty of Humanities and Social Sciences ( <a href="http://www.strath.ac.uk/humanities/">www.strath.ac.uk/humanities/</a> )		
Staff Category	Administrative and Professional	Reference No	182574
Reports To	Quality and Planning Lead	Grade:	7
Salary Range:	£32236 - £39609	Contract Type:	Fixed Term (to end 23 December 2019)
FTE	1 (35 hours/week)	Closing Date	Thursday 10 January 2019

## Job Advert

Are you passionate and driven about assisting people who, at times, may need support, to maximise their own potential. Are you able to listen, provide advice, seek out specialist support and encourage individuals to utilise support, sometimes during period of self-reflection, change and transition. Do you have an influential, encouraging and empathetic approach to people to encourage self-wellbeing whilst recognising the complexity of need and the impact of situations, stress and trauma?

If you do, then this new and exciting opportunity could be your next opportunity to utilise your skills and experience and work for the Independent Care Review Secretariat team. This role will be instrumental in developing and adopting practices to assist and support people who work or contribute to the work undertaken by the ICR and really create a culture that supports an effective voice.

You will work with co-chairs, members of the Care Review Work Groups and the Secretariat team to ensure that people are empowered and encouraged to participate and engage with the Care Review. You will work within strict levels of confidentiality and professional boundaries at all times.

### About the Independent Care Review

The Independent Care Review will identify and deliver lasting change in the care system and leave a legacy that will transform the wellbeing of children and young people across Scotland. It is a task that cannot be achieved without listening to and taking account of the views of a whole host of people and organisations. Understanding the needs and experience of people who are care experienced is at the very heart of the Care Review and it is essential to making change. You will have a unique opportunity to be involved in the development of a National Care Review which is ground breaking and innovative in its approach.

**Applications from people with care experience will be particularly welcomed as will secondments.**

## Job Description

### Brief Outline of Job:

You provide assistance and support to individuals and groups involved in a variety of roles with the Independent Care Review. You will be the member of the secretariat team staff and lead on developing engagement strategies for developing innovative, empathetic and practical support for people who engage and are involved in the Care Review, anticipating developmental needs, signposting to counselling or specialist support where appropriate and offering practical advice and guidance where required.

### Main Activities/Responsibilities:

1.	Building trusting and effective relationships, internally and externally, to provide a professional advice and guidance, building a network of support is on hand, for all involved with the Care Review designing and creating workshops which are innovative and enriches our timeline of activity and work groups.
2	Developing an easy to access, confidential assistance and support methodology which will include group and 1:1 support face to face, over the telephone and via e-mail, as appropriate and dependant on people's individual comfort levels providing specialist and professional support.
3.	Keeping confidential records, analysing and translating into detailed anonymous reports to the Care Review to ensure we continually review that we are delivering on our duty of care to the people who are involved with the review and it's work.
4.	Actively listening to all who interact with the review, internally and externally, ensuring their concerns are heard, supported though empathising, helping, sign posting and developing collaboration plans to mitigate risks and/or seeking out specialist support where needed.
5.	Anticipating ongoing needs for development in those involved with the Care Review, internally and externally, developing innovative ways to identify, support and signpost to ensure we build capacity in others. Some of this will involve attending and contributing to participation and engagement events, workgroups and other activities making proactive observations of interactions, making professional judgement and building relationships so that you can 'check in' when you see that people may be struggling with aspects of the review.
6.	You will play a pivotal role in leading the Care Review to develop and to deliver a culture that proactively supports people to participate in often-difficult circumstances, with the right attitudes, behaviours ensuring their wellbeing during their contribution. You will identifying strengths, build resilience either in others who need support both internally and externally though one to one sessions or as a team/group by designing appropriate interventions.
7.	Promoting and supporting the reviews mission, values and governance in groups and interacting to build relationship and observations of people involved so that you can often pre-empt when support may be required.
8	Undertake additional tasks as necessary to support and manage the wider team support, building capacity, leading by example and providing quality of contribution to promote a culture of continuous improvement to support the wider objectives of the Care Review.

## Person Specification

### Educational and/or Professional Qualifications

(E=Essential, i.e. a candidate must meet all essential criteria to be considered for selection, D=Desirable)

E1 A degree (or equivalent professional experience) and previous relevant work experience along.

### Experience

E2 Previous experience in a similar role offering high level support, 1:1 advice and guidance to a range of people and in particular who interact with the review, but with a good understanding particularly to people with care experience. This can be from a variety of roles eg counsellor, social worker, educator, support worker, etc

E3 Experience of developing engagement strategies which proactively seek out encourage and provide innovative solutions to support people, especially those who have experienced trauma.

E4 Able to engage with diverse people, build trusting relationships in an open, transparent and approachable way.

- 
- E5 Able to influence and encourage people seek out support, develop collaborative plans and develop workshops where needed to enable people to take responsibility for their own well-being in a supportive and non-judgemental way which builds resilience
- 

### **Job Related Skills and Achievements**

- E6 Excellent communication skills, which demonstrates a good insight in to how best to support people with care experience using different approaches and solutions.
- E7 The ability to get on with a wide range of all ages and backgrounds and gain their trust and provide confidence
- E8 Strong active listening and attention to detail recognising prompts or potential difficulties in other people who may be struggling and need specialist support to continue to actively participate in the Care Review with sensitivity, authenticity and empathy in all you do.
- E9 Ability to remain calm and balanced during highly charged emotional situations on a 1:1 or group situation.
- 

### **Personal Attributes**

- E10 Demonstrated good self-awareness and ability to self-regulate, reflect, and know when to seek out support for self and others.
- E11 Great skills in keeping confidential records and extrapolating and analysing common themes in approaches and produce anonymised reports to ensure continually improvement in engagement our engagement strategy.
- E12 Able to work well as a team but also lead and direct others and self to work on own initiative, managing and prioritising your diary to meet the needs of others sometimes at short notice.
- E13 Able to work under pressure and sometimes with hard to hear information, being able to process this and determine how best to support or seek out specialist help as appropriately whilst maintaining attention to detail.
- E14 Able to work independently, manage own workload and work flexibly to meet work demands of the role
- 

### **Other Relevant Factors**

- E15 Flexible in approach working to meet the needs of the role, which will involve travelling, and working in the evenings and weekends on occasion.
- 

## **Application Procedure**

Applicants are required to complete an application form including the name of three referees who will be contacted before interview without further permission, unless you indicate that you would prefer otherwise. Applicants should also submit a Curriculum Vitae and a covering letter detailing the knowledge, skills and experience you think make you the right candidate for the job. Applicants should also complete the Equal Opportunities Monitoring Form.

## **Other Information**

Further information on the application process and working at Strathclyde can be found on our website (<http://www.strath.ac.uk/hr/workforus>).

Informal enquiries about the post can be directed to Michelle Nairn, Quality Assurance and Planning Lead ([michelle.nairn@strath.ac.uk](mailto:michelle.nairn@strath.ac.uk) (after 3rd January 2019)).

### **Rewards and Benefits**

Our staff have access to a wide range of outstanding benefits that include financial rewards, family friendly and wellbeing benefits and career development opportunities, details of which can be found [here](#).

### **Conditions of Employment**

Conditions of employment relating to the Administrative and Professional staff category can be found at: [Conditions of Employment](#).

### **Probation**

Where applicable, the successful applicant will be required to serve a 9 month probationary period.

### **Pension**

The successful applicant will be eligible to join the Universities' Superannuation Scheme. Further information regarding this scheme is available from [Payroll and Pensions](#).

## Relocation

Where applicable, the University offers a relocation package to support new employees who meet the eligibility criteria. The relocation package is offered as a contribution towards costs incurred, and is designed to be flexible, allowing staff to use the financial support available in the way that will be most helpful to them. Further details are outlined in the Relocation Policy.

## Interviews

Formal interviews for this post will be held on Wednesday 30 January 2019.

## Equality and Diversity

We value diversity and welcome applications from all sections of the community.

The University currently holds a Bronze Athena SWAN award, recognising our commitment to advancing women's careers in science, technology, engineering, maths and medicine (STEMM) employment in academia.

## University Values

The University's Values capture what we're all about: who we are, what we believe in and what we stand for. [Our Values](#) have been derived from how we act and how we expect to be treated as part of Strathclyde.



# Conditions of Employment

## Administrative and Professional Services Staff Grades 6 and above

### 1. GENERAL CONDITIONS

Members of staff are subject to the Charter and Statutes and the Ordinances and Regulations of the University, published in the Calendar, and to any amendments or additions thereto approved by the University Court and, in the case of the Charter and Statutes, the Privy Council. Staff are also expected to familiarise themselves with, and adhere to, general University policies and procedures, as published on University web pages.

The University Court recognises Strathclyde University and College Union (SUCU) as the sole body with which it will negotiate and consult on all collective issues concerned with the terms and conditions of employment of Administrative and Professional Services staff in Grades 6 and above. Such terms and conditions may be varied by the University Court after negotiation and consultation with SUCU.

Each member of staff is responsible for the proper performance of allocated duties to the person or persons specified in the member of staff's letter of appointment and any accompanying papers.

The University is committed to ensuring that its business is conducted in an open and transparent manner and will take all appropriate steps to address risks of bribery or corruption. Members of staff are required at all times to act honestly and with integrity and to safeguard the resources for which they are responsible. The University has in place a robust Public Interest Disclosure (Whistleblowing) Policy to enable concerns to be brought to its attention. This is available at [www.strath.ac.uk/publicinterestdisclosure](http://www.strath.ac.uk/publicinterestdisclosure). Other relevant policies, e.g. Fraud Prevention and Conflicts of Interests, can also be found on the University's website.

Any member of staff may at any time be exposed to commercially sensitive information, information related to potentially valuable intellectual property or information which may otherwise be of a confidential nature. This information, which could be found anywhere in the University, may be written or disclosed orally, can include information of a commercial or technical nature, and may be owned by the University or by third parties. The University requires all employees to keep any such information confidential in the first instance and not disclose, publish or otherwise disseminate it without prior consent of the University. Such confidentiality obligations are commonplace and in the commercial interests of the University. When in doubt advice should always be sought from Research and Knowledge Exchange Services prior to disclosure.

The University operates probationary periods for new staff, the duration of which will be specified in individual letters of appointment. The normal probation period for posts in this staff category is 9 months for those at grades 6 and 7, and 12 months for grades 8 and above. Further guidance on probationary procedures is published at [www.strath.ac.uk/hr](http://www.strath.ac.uk/hr).

Further information on the terms and conditions specified in this document and other staffing policies and procedures can also be found at [www.strath.ac.uk/hr](http://www.strath.ac.uk/hr).

### 2. SALARY

Appointments are made at an appropriate salary point on the University's grading structure, with initial placing determined according to qualifications and experience. Increments are paid to staff on 1 April each year, when the employee has a minimum of 6 full months of service at the appointed grade, allowing progression to the next point on the salary scale until the top guaranteed point of the scale is reached.

Arrangements in relation to overtime, additional hours, non-standards and on-call working are published at [www.strath.ac.uk/staff/policies/hr](http://www.strath.ac.uk/staff/policies/hr)

Salaries are paid directly to staff members nominated bank account, normally on the second last working day of the month.

### 3. HOURS OF WORK

The normal working week is 35 hours. Unless otherwise indicated in an individual's letter of appointment, the normal hours are 9.00am to 5.00pm Monday to Friday with a one hour lunch break. Certain members of staff may be required to work some hours outwith this normal pattern and this should be agreed locally.

Overtime rates do not apply to staff grades 6 and above. Where a Head of Department/School/equivalent requests additional work, above the standard working week to meet the particular requirements of the Department, equivalent time off in lieu may be granted by prior agreement.

### 4. HOLIDAYS

Annual leave entitlement is 31 days per year to be taken by agreement with the line manager. For staff members working on a part-time basis, holidays will be calculated on a pro-rata basis.

In addition to annual leave there is an entitlement to eleven public holidays per year which should be taken on days that the University is closed for this purpose. The University presently closes for four additional days over the Christmas and New Year period. **These additional days count against the annual leave entitlement.**

For staff members working on a part-time basis, public holiday entitlement will be calculated on a pro-rata basis.

Annual leave and public holiday entitlements should be taken in the leave year to which they relate. Up to five days leave can be carried forward into the new leave year subject to line management agreement. In exceptional circumstances, Heads of Department/School/equivalent may approve carry forward of accrued annual leave in excess of five days.

The University's expectation is that staff take all accrued holidays prior to their termination date. If staff have exceeded their entitlement the University will deduct an equivalent number of days pay from final salary payments.

## 5. SICKNESS ABSENCE

During any period of absence through illness or injury provided the appropriate notification and certification procedures have been followed the University will pay a member of staff (having taken account of the aggregate of all periods of absence due to illness during the twelve months immediately preceding the first day of the current absence) as follows:

<b>Period of Continuous Employment at start of absence from work</b>	<b>Full Pay</b>	<b>Half Pay</b>
Less than 1 year	1 month	1 month
1 year but less than 2 years	2 months	2 months
2 years but less than 3 years	4 months	4 months
3 years but less than 5 years	5 months	5 months
5 years or more	6 months	6 months

In order to manage the University's sick pay scheme the University requires to maintain sickness absence records on individual members of staff. When making payments after the expiry of statutory sick pay the University will deduct an amount equivalent to any benefit normally payable by the Department of Work and Pensions. For full details on the general University policy in this area please refer to the Sickness Absence Management Policy at [www.strath.ac.uk/staff/policies/hr](http://www.strath.ac.uk/staff/policies/hr).

## 6. PENSIONS

New members of staff, aged under 75, will be admitted automatically to membership of the Universities Superannuation Scheme (USS) on taking up appointment. If you are already in receipt of a USS pension you will join USS in accordance with pension auto-enrolment regulations. USS requires a contribution from the member, currently 8 per cent of pensionable salary. A contribution, currently 18 per cent of pensionable salary, is paid by the University. From 1 April 2016 all members are part of the career revalued benefits scheme called the USS Retirement Income Builder. From 1 October 2016 a threshold, initially of £55,000 a year, will apply to the maximum salary that counts towards the USS Retirement Income Builder. From the same date a new defined contribution section of the scheme called USS Investment Builder will open and any contributions above the threshold will be invested in this section. The exception to automatic membership of the pension scheme applies if your post is located out with the UK in an EU member state. If this is the case membership of USS is not available to you.

New members of staff may opt out of USS within three months of taking up appointment and will then be treated as if they had never been a member of the scheme. After three months members of staff who wish to withdraw from USS during their employment will be required to give a minimum of 28 days' notice in writing to the University. Any member of staff who wishes to opt out should contact the Pensions Section, Finance, in the first instance ([pensions@strath.ac.uk](mailto:pensions@strath.ac.uk)). Please note that if you are a member of Pensions Plus and withdraw from USS with less than two years of membership, or cease employment with the University and have less than two years of USS membership, the option of a refund of pension contributions will not be available to you. Instead, USS must provide you with a pension benefit that is payable from your retirement date.

The University reserves the right to alter or withdraw Pensions Plus as it sees fit or as required to comply with legislative changes. Withdrawal or amendment of Pensions Plus will not affect your membership of USS. If you do not wish to participate in Pensions Plus but wish to remain in the pension scheme please contact the Pensions Team who will provide you with a non-participation form.

Information regarding pension scheme membership can be found on the Pensions pages of the University's website. Full information regarding USS can be found on the USS website – [www.uss.co.uk](http://www.uss.co.uk)

## 7. PLACE OF WORK AND RESIDENCE

Members of staff will be based on the John Anderson Campus, unless otherwise stated in the letter of appointment. The Department/School in which the post is initially placed will be specified in the letter of appointment although there will be an expectation to work at such other places as required in the course of employment.

If the need arises for members of staff to work outside the UK for a period (or periods) of more than one month then such arrangements will be subject to mutual agreement. Members of staff would then be provided with a statement in advance setting out the terms covering such periods of employment.

The University does not normally place specific restrictions upon the place of residence of members of staff. All staff are, however, expected to reside in a location which is compatible with the satisfactory fulfilment of all the duties associated with their appointment.

## 8. CONSULTANCY/FURTHER ACTIVITIES

To support the strategic objectives of the University and to facilitate individual professional development, the University encourages staff to engage in professional activities with outside bodies related to their field of work. In many cases, such activity will be approved on the basis that it represents University knowledge exchange activity and should therefore be treated as part of the individual's overall workload and managed through the University's systems. It is also recognised that there will be some cases where an activity is entirely separate from the University and should thus be notified/approved as a personal business activity. For further information please refer to the "University Procedure in relation to Work for Outside Bodies including Consultancies", which forms part of the employment contract and can be accessed at [www.strath.ac.uk/hr](http://www.strath.ac.uk/hr)

## 9. DISCIPLINARY AND GRIEVANCE PROCEDURES

Further information on the University's disciplinary and grievance procedure can also be found at [www.strath.ac.uk/policies/hr](http://www.strath.ac.uk/policies/hr) or on request from Human Resources.

## 10. NOTICE AND TERMINATION

The employment of a member of staff is terminable by at least three months in writing, on either side; except during probationary period when the notice period is one month. If notice is being given by a member of staff earlier release may be granted if this can be arranged without detriment to the work of the department or area. If the appointment is for a fixed term it will expire at the end of the period without the necessity for notice. Fixed term contracts may be terminated by either party short of the expiry date by the serving of one month's notice in writing. The University is not obliged to continue a fixed term appointment beyond the employment period. For employees appointed above Grade 10, the notice period for both the employer and employee will be 6 months, except during the probationary period when a one month's notice period will apply. One month's notice will also apply for fixed term contracts terminated short of the expiry date.

Revised November 2017