

March 2023

Dear applicant

Thank you for your interest in the post of Support Service Manager with the Butterfly Trust. This is a full-time post, 35 hours per week, with a salary of £28,000.

We have enclosed an application form job description, person specification, some information about the condition that affects the people we support and the services we offer.

When writing your application, it is important that you take time to consider the responsibilities detailed on the job description and the elements of the person specification. All we have to inform our decision making is the information you give us. Do please tell us about your aspirations for the future as well as your experience from the past.

Please complete the equal opportunities form which will be used for statistical purposes only. Return the self-disclosure form in an envelope marked private and confidential, which will be opened in the event of your being shortlisted for interview. Otherwise, this envelope will be destroyed unopened.

Because this post will involve personal contact with vulnerable people the successful applicant is required to join the PVG Scheme and acquire a Scheme Record from Disclosure Scotland, which will reveal previous criminal convictions. This information will be handled in confidence. The Trust has a policy on recruitment of offenders to ensure fair treatment where criminal record information is disclosed, which is not relevant to the post.

Closing date for applications is **Monday 10 April**. Meanwhile, we look forward to receiving your application.

Yours sincerely

Jamie E Macfarlane

Jamie E Macfarlane
Managing Director

JOB DESCRIPTION

Job Title: **Support Service Manager**

Reporting to: **Managing Director**

Location: **Edinburgh**

Role: To supervise provision and development of support services for people with Cystic Fibrosis and their carers and to manage personnel who will deliver these outreach services.

Main Duties:

- To manage support services for people affected Cystic Fibrosis
- To provide direct support for people with Cystic Fibrosis and their carers who are dealing with complex issues
- To work in collaboration with specialist medical personnel to ensure a professional and integrated service of medical and social support is offered
- To liaise with Health and Social Care Services, Local Authorities and other relevant specialist agencies
- To oversee staff and volunteers and ensure they are skilled to provide direct support for the varying issues affecting people living with Cystic Fibrosis
- To contribute towards recruitment, training and management of volunteers delivering services in the community
- To maintain communication and information systems to ensure good practice and effective monitoring
- To maintain accurate records including information, statistical information and client/other feedback to provide reports to the Managing Director
- To continually update knowledge and skills relating to the responsibilities of the role
- To travel throughout the area and work out with normal office hours as required to fulfil role and responsibilities
- To ensure that the organisation's policies and procedures are embedded into all working practices
- To carry out any other reasonable duties as requested by the Managing Director

Person Specification

Adult Services Co-ordinator

Knowledge and Skills:

- Good listening and communication skills (essential)
- Good verbal and written communication skills (essential)
- Good organisational, analytical and recording skills (essential)
- Presentation skills (essential)
- Computer literacy (essential)

Experience:

- Management of a team delivering a service (desirable)
- Communicating with people of different social, educational and professional backgrounds (essential)
- Supervising staff and/or volunteers (essential)
- Writing official letters and reports (essential)
- One to one support and / or counselling (desirable)
- Working in the voluntary sector (desirable)
- Working with policies, procedures and evaluation systems (essential)

Personal Qualities and Abilities:

- Enthusiastic and motivated
- Able to motivate other people
- Able to work with minimal day to day supervision
- Able to work independently and as part of a team
- Supportive and non-judgemental attitude towards all service users
- Open to new learning on the condition Cystic Fibrosis, its impact and our service delivery
- Committed to providing best quality services for our service users

Use of a smoke free car and clean full driving licence essential

The Butterfly Trust offers social support in the community to people with Cystic Fibrosis (CF) and their families, and to people with other similar conditions. This support is delivered by trained Volunteer Support Workers who provide face to face outreach services throughout Scotland. The aim of the Butterfly Trust is to improve the quality of people's lives by reducing stress, alleviating financial hardship, increasing confidence, giving vulnerable people a voice and enabling their efforts to reach their full potential and achieve what they aspire to.

Cystic Fibrosis (CF) is a life limiting condition that currently affects over 1000 people in Scotland. The condition is caused by a faulty gene and has its effects in the lungs and digestive system, causing malnutrition and chest infections that result in irreversible tissue damage in their lungs. Cystic Fibrosis is a complex, progressive condition with many debilitating secondary symptoms. There is no cure for Cystic Fibrosis and the current average life expectancy of someone who has the condition is around mid-forties, with many people dying in their late teens and early twenties.

One in 25 people carry a defective gene that causes Cystic Fibrosis, which is a largely hidden disease until more advanced stages. This means that, while people with Cystic Fibrosis do not want to be seen as different, they may feel frustrated that they do not receive recognition of the demands and pressures on them.

People with Cystic Fibrosis require an intensive and intrusive daily treatment regime that is designed to slow the inevitable progression of chronic lung disease. The regime includes physiotherapy, antibiotics, bronchodilators, steroids, pancreatic enzymes, vitamin supplements, medication for polyps, asthma, diabetes, liver disease, pain control, osteoporosis and overnight tube feeding. Medication is delivered orally, by nebuliser and intravenously. The treatment is carried out at home by family carers who are trained to administer it.

Cystic Fibrosis affects people from all walks of life and has far reaching implications for families. Most people are unaware of their carrier status and learning of the diagnosis is emotionally traumatic. Many have to make significant life changes due to the care needs of the child. This can mean losing an income required to meet the family budget or even the sole income of the family. The effects of this are exacerbated by the increased cost of dietary and heating requirements and travel costs for regular hospital appointments.

Many families become stressed due to the burden of providing care and the awareness of an uncertain future. Many other issues can emerge that increase stress and can have a direct impact on the health of the person with Cystic Fibrosis. For example poor housing conditions can cause a serious decline in the wellbeing of the person with the condition and may even accelerate the progression of the disease. Children with Cystic Fibrosis become aware that they are different and very knowledgeable about their condition and its long-term implications from an early age.

In teenage years people with Cystic Fibrosis can be small and thin compared to their peers and puberty usually comes late. This has a real psychological impact, as body image becomes more important. The characteristic cough, which sometimes produces blood, causes anxiety and embarrassment when youngsters want to blend with their peers.

At a time of life when their peers are looking to the future and relishing their independence, young adults with Cystic Fibrosis are coming to terms with declining health and increased dependency. Due to the risk of cross infection of potentially life threatening bacteria they are unable to meet and support each other. Friendships with healthy young people are hampered because of their limited energy levels and the atmosphere in popular meeting places that they cannot tolerate. Consequently, adults with Cystic Fibrosis often find themselves isolated and lonely. Stress, anxiety and depression are common in this population.

The Butterfly Trust aspires to improve the quality of life for people affected by Cystic Fibrosis in the following ways:

- Reduce stress and increase confidence by ensuring people get the support they need.
- Give vulnerable people a voice and encourage them to participate in society.
- Pursue equality of opportunity and choice by advocating on their behalf.
- Promote people's rights by raising awareness of the condition and its impact.
- Ensure that they can live in housing conditions suitable for their needs.
- Support their efforts to live independently by negotiating with Housing authorities and associations, Department of Work and Pensions & other agencies on their behalf.
- Alleviating financial hardship by enabling access to disability related benefits and additional financial help when needed.
- Ensuring people have optimum level of home care by enabling them to access what they need in order to provide it.

We provide support that empowers people to deal with issues that adversely affect their lives, express their aspirations and achieve their potential.

We work closely with health and social care professionals to provide holistic support that improves quality of life that is shortened by Cystic Fibrosis.

Our outreach services include:

Information and Advice on services, benefits and other resources and help to access them.

Practical Help that includes assistance with official forms, support in official meetings and helping clients to negotiate their way through complex processes.

Advocacy in relation to housing, education, employment and welfare benefits.

Representation at Disability Appeals Tribunals.

Financial Assistance for essential household items, specialist medical equipment not covered by NHS or for respite breaks.

Transport to hospital appointments.

Befriending and Mentoring for children and adults with Cystic Fibrosis.

Massage Therapy for adults with Cystic Fibrosis while in hospital.

The Butterfly Trust provides effective, non-conditional, confidential services.

We are the only organisation providing this support in Scotland.

Our volunteers are among our most valuable resources.

Working with the Butterfly Trust provides opportunity for personal growth and professional development while making a positive difference in the life of people for whom our expertise is an invaluable resource when time is of the essence.

CONFIDENTIAL

CRIMINAL CONVICTIONS SELF DISCLOSURE FORM

The Protection of Vulnerable Groups (Scotland) Act 2007 (PVG Act)

The role for which you have applied will involve contact with children and other vulnerable people and is therefore exempt from the provisions of the Rehabilitation of Offenders Act of 1974. You are therefore required to disclose all unspent criminal convictions, including and road traffic offences, cautions and any relevant non conviction information. Any information you provide will be treated in strictest confidence and disclosures of offences not relevant to the role will not adversely affect your application.

Please delete the statement that does not apply to you.

I do not have any unspent criminal convictions

I do have unspent criminal convictions and the details are as follows

I wish to give the following non conviction relevant information

I agree to inform the Managing Director if I am convicted of a criminal offence, including minor offences, while employed by the Butterfly Trust.

Print Name

Sign

Date

Should you be appointed to the role you have applied for you will also be asked to access a PVG scheme record disclosure, which we will arrange after interview.

Other convictions may be released on the Disclosure subject to exceptions and subject to rules. You can find a list of convictions that may be released for a longer period of time on the 'Sample Self-Declaration Form' found at www.volunteerscotland.net.

Place this form in a separate envelope, marked private & confidential, once completed

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EQUAL OPPORTUNITIES MONITORING FORM

We strive to be an equal opportunities employer and in line with our Equal Opportunities Policy select staff and volunteers solely on merit, irrespective of race, status, gender, disability, sexual orientation, religion or age.

The information requested below is for monitoring purposes only, to assist the Trust in the implementation of its Equal Opportunities Policy. The information you provide will be kept in strict confidence and will not play a part in the selection process.

POST APPLIED FOR: Support Service Manager

1. I would describe my ethnic origin as:

Bangladeshi	<input type="checkbox"/>	Black African	<input type="checkbox"/>
Chinese	<input type="checkbox"/>	Black Caribbean	<input type="checkbox"/>
Indian	<input type="checkbox"/>	Black	<input type="checkbox"/>
Pakistani	<input type="checkbox"/>	Black Other	<input type="checkbox"/>
		please specify	
White	<input type="checkbox"/>	Mixed or multiple ethnic groups	<input type="checkbox"/>
		Please specify	

Other (please specify):

2. My gender is: **Male** **Female** **Other**

3. My personal status is:

Single **Married** **Widowed**

Divorced **Partner**

4. I have a disability: **Yes / No***

If yes, please specify the nature of disability

5. There is somebody who relies on me for day-to-day care / attention: **Yes / No***

If you have answered 'yes' to this question, please indicate which category they fall in to:-

a) Children **b) Other family member**