



JOB APPLICATION PACK

Heartland Cares Local Care Connectors – Rannoch & Tummel, and Dunkeld & Birnam

1. INTRODUCTION

Heartland Cares is a new community-owned organisation, which has been established to deliver vital home care and other social care services, initially across the communities of Rannoch and Tummel, and Dunkeld and Birnam. We are looking to recruit two Local Care Connectors (one each for Rannoch & Tummel, and Dunkeld & Birnam) who are passionate about working with these communities and helping them to improve the health and wellbeing of their families, friends and neighbours. This Job Application Pack contains all you need to know to apply:

- Job purpose
- Job description and person specification
- Recruitment process

We'd like to provide attractive and flexible employment to the right person and are willing to discuss all terms and conditions of employment with that aim.

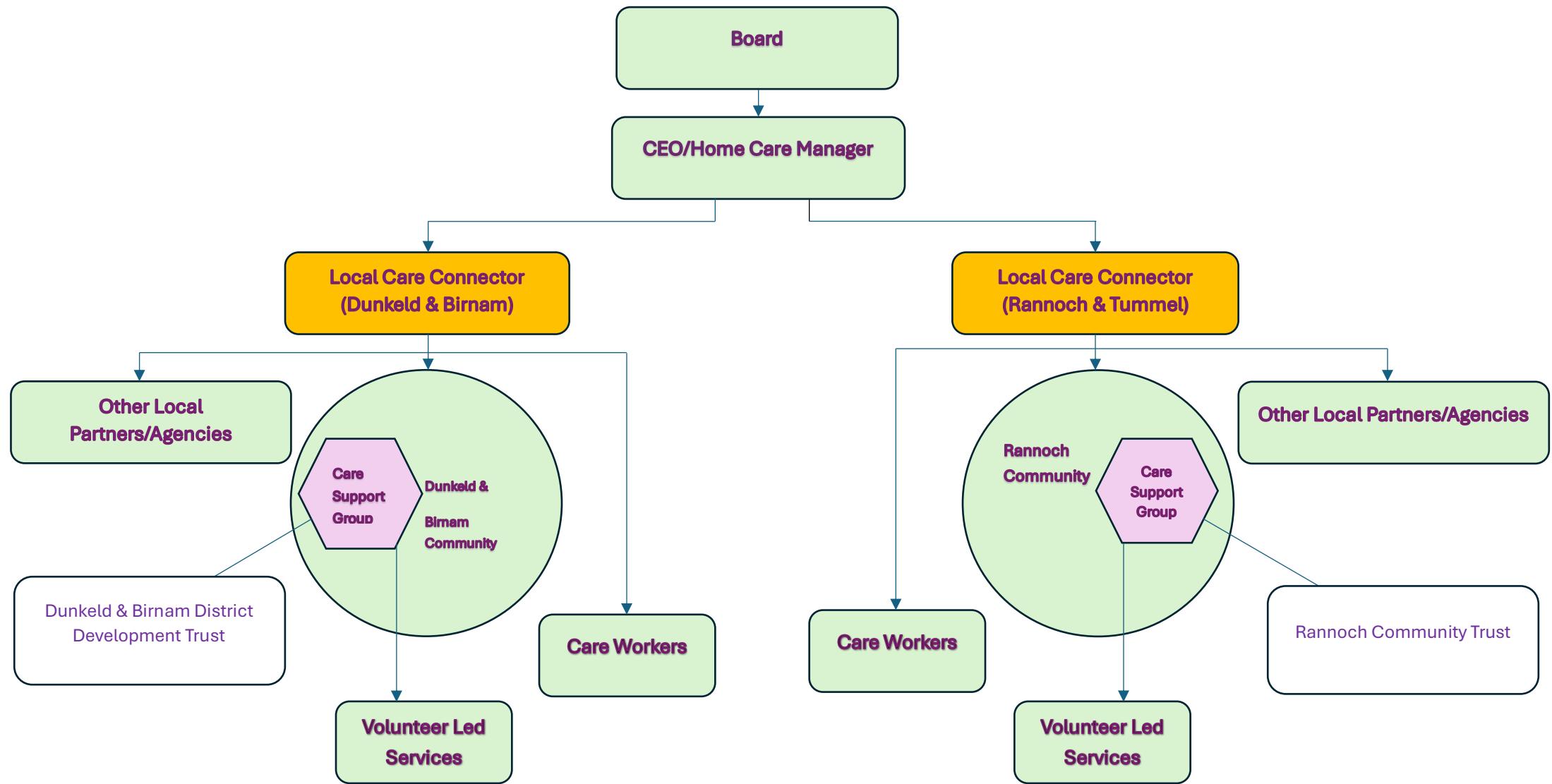
2. JOB PURPOSE

As our Local Care Connector, you will be the face of Heartland Cares in the community. You will:

- be the main point of contact for local people, offering advice, support, signposting and delivering vital social care support services under Self Directed Support care plans in partnership with Perth and Kinross Health and Social Care Partnership and to private clients;
- manage and support a dispersed team of care workers to deliver high quality care at home services in rural and remote areas;
- work closely with community groups to co-ordinate and support development of volunteer-led services and activities;
- work closely with a volunteer local care support group to ensure Heartland Cares services reflect the local intelligence, guidance and advice of the community;
- with awareness of confidentiality and GDPR, ensure strong community-wide communication and information sharing across Care Worker staff, local Personal Assistants and volunteer-led activities which maximise health and wellbeing and join up local statutory and voluntary provision and support; and
- lead communication and liaison with key partners and agencies (e.g. Personal Assistants, GPs, community nurses, social workers, third sector groups, advice agencies) to ensure that our services integrate with others and meet the needs of your community.

The organisational chart shows how the Local Care Connector role sits within Heartland Cares and works within the community and with other partners and stakeholders.

Organisational Chart



3. JOB DESCRIPTION

Post title:	Local Care Connector
Reports to:	CEO/Home Care Manager
Salary:	£30,940 (pro rata) plus pension
Holidays:	35 days per year (this includes an allowance for public holidays/substitution for public holidays if required).
Working pattern:	Hybrid working – a combination of working from home, a local office base and home visits

Post 1 Dunkeld and Birnam area: Full time 35 hours per week

Post 2 Rannoch and Tummel area: Part time 26 hours per week

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3.1 Key duties and responsibilities

Home Care Services

- Support and supervise care workers within a defined geographical area on a day-to-day basis to deliver a high standard of support to individuals and their families/carers.
- Ensure care is delivered in line with Care Inspectorate standards, SSSC Codes of Practice and Heartland Cares' policies and procedures.
- Ensure professional standards are met by observation of practice, provision of advice and escalation as appropriate.
- Produce rotas and ensure sufficient coverage to deliver services in area of responsibility.
- Carry out staff appraisals/supervision.
- Ensure induction training of all care workers is completed and signed off by the CEO/Home Care Manager.
- Escalate concerns related to performance and attendance to the CEO/Home Care Manager.
- Complete and regularly review care and support plans with individuals, ensuring a person-centred approach that promotes choice, control and independence.
- Ensure all personal plans are reviewed by the CEO/Home Care Manager and that any service user issues are timeously raised with them
- Undertake and review risk assessments (e.g. falls, medication, home environment) and ensure that risks are appropriately managed and escalated where required.
- Take a person-centred approach to providing the highest quality of care to people in their own homes in accordance with their support plan while always respecting the individuals you work with and behaving in a professional manner.
- Liaise with the Social Work Department and other relevant professionals (e.g. GPs, community nurses, third-sector partners) to ensure that individuals receive the right support at the right time.
- Deliver personal care as and when required. Including stepping in to cover visits where necessary to ensure continuity of support.
- Ensure that the need for additional assessments or services is referred to relevant professionals.

- Promote the dignity, privacy and rights of individuals and their families at all times.
- Act promptly and appropriately to protect anyone from neglect or abuse.
- Maintain accurate, confidential records and ensure all information is stored and shared in line with data protection legislation and organisational policies.
- Administration and recording of medication in line with Care Inspectorate requirements.
- Participate in continuous personal development and learning (including supervision), training and performance appraisals as required.
- Work flexibly, including occasional evenings and weekends, to meet the needs of the service and the community.
- Work in accordance with company policies, health and safety guidelines and any other current legislation

Volunteer-led services and activities

- To manage, coordinate and ensure the effective delivery of volunteer led services, as allocated in your community, working closely with community groups and the local care support group. Services will vary across communities but may include, for example, a Befriending Service or Hospital Transport Service and other services as they emerge.
- To recruit, induct, train, support and supervise paid and volunteer staff.
- To maintain records of service delivery, supporting the CEO/Home Care Manager in service evaluation and reporting.
- To promote and advertise services.
- Support the CEO/Home Care Manager by identifying small local funding opportunities and assisting in the preparation of grant applications.

Community-led networks/activities

- To coordinate regular meetings of the local care support group and act as the feedback link to Heartland Cares
- Network with and promote a range of local community-led activities and services, to maximise people's access to local clubs, groups and activities.
- Ensure that local opportunities are communicated to individual service users
- Support the development and coordination of community-led initiatives that contribute to wellbeing and reduce social isolation.

3.2 Person specification

Qualifications

- SCQF Level 7 in Health and Social Care or equivalent, or a willingness to work towards this within a specified time.
- PDA in supervision or equivalent, or a willingness to work towards this within a specified time.
- Register with SSSC relevant to the role.
- Possess or obtain PVG Scheme Membership in relation to working with vulnerable adults.
- A full UK driving license and access to a vehicle or having a nominated driver who enables you to travel for work purposes.
- It is essential that the post holder achieves a relevant qualification for the post as defined by the Scottish Social Services Council (SSSC).
- It is essential that all candidates' personal values base complies with the Codes of Practice for Social Services Workers.

- It is desirable that candidates should have relevant experience in a related field or other personal experience.

Experience

Essential

- Experience of caring/support work for others.
- Experience of managing or supervising small teams.
- Experience of working with and supporting volunteers.
- Experience of working with a wide range of different organisations and individuals within a community setting.

Skills and knowledge

Essential

- Great communication and people skills and the ability to motivate your team.
- Highly organised with good administrative skills.
- Good IT skills and the ability to produce clear, accurate records and reports.
- Ability to engage and build trusting relationships with people from different backgrounds and professions.
- A commitment to equal opportunities and inclusion.
- Good understanding of GDPR and the requirements of confidentiality
- Ability to work on own initiative and take responsibility for own decisions

Desirable

- Experience of working in the local community.

Personal qualities

- Passion and commitment to supporting the health and wellbeing of rural, remote communities and in making a real difference to people's lives.
- Flexible, resilient and able to adapt to changing needs and priorities.
- Values-driven, compassionate and respectful in all interactions.
- Willingness to work flexibly, including occasional evenings and weekends, to meet the needs of the service and the community

3.3 Additional Information

All employees will be expected to apply for and maintain their Registration with the SSSC at the appropriate time, as specified by the SSSC, and to ensure they comply with the SSSC Code of Conduct.

All staff must familiarise themselves with all the Policies and Procedures of Heartland Cares.

In particular all staff have a duty to ensure they comply with requirements under the Protection of Vulnerable Groups (Scotland) Act 2007.

Prior to any unconditional offer of employment being made by Heartland Cares, prospective Care Workers will satisfy the following:

- Two satisfactory references
- Satisfactory PVG check
- Compliance with Asylum and Immigration Act 1996.

4. RECRUITMENT PROCESS

To apply for this post please send:

- your CV (including the names of two references); and
- a cover letter outlining your reasons for applying and demonstrating how you meet the requirements set out in the above Person Specification.

Please indicate if you are applying for the role in Rannoch & Tummel and/or Dunkeld & Birnam.

Please send these documents by email to Divij Suri, CEO/Home Care Manager:
info@heartlandcares.org

If you're interested in the job and would like to have an informal chat to find out more, please do get in touch with Divij.

The deadline for receipt of applications is 31 January 2026.

4.1 Interviews

Please note that for successful applicants, interviews will be held locally.

