**JOB DESCRIPTION**

### JOB TITLE: SUPPORT WORKER - FIFE

### DEPARTMENT / SERVICE: FIFE SUPPORT SERVICE

### PURPOSE OF THE JOB

Working across the Fife region, your main role will be to offer practical, emotional and social support to people in their own homes to assist them to maintain their tenancy. As part of this role you will be required to provide cover in periods of absence and annual leave to both the Visiting Support service and the Care at Home project which may include the provision of personal care.

You will need to develop warm and effective relationships with service users, supporting them to cope with their lives in a positive and person centred way so that they can make informed choices and take responsibility for their actions.

With guidance and training you will establish and maintain respectful and empowering relationships with service users so that they feel valued and supported and in control of their own lives.

**MAIN AREAS OF RESPONSIBILITY / TASKS**

* Establish supportive relationships with service users based on mutual respect and equality
* Provide support and personal care to a range of people with a variety of different needs through co-working with other staff
* Support and assist service users to set up, maintain and sustain their home
* Support and assist service users with shopping, cooking, cleaning, budgeting personal care and other household tasks
* Support and assist service users to maximise their income and benefits
* Support and assist service users to apply for housing benefit
* Support and assist service users to cope with the responsibilities of a tenancy as well as helping them take responsibility for the safety and security of themselves and their home
* Support and assist service users to plan for their futures using a person centred approach
* Support and assist service users to access services that will help them to maintain their homes
* Support and assist service users to build up local networks in their community, making connections and assisting them to gain new interests and experiences
* Be responsible for maintaining records such as contact notes, support plans and daily notes.
* Promote and actively encourage service user involvement
* Liaise with other agencies that may be involved with the service user, advocating on their behalf and accessing professional help if required and appropriate
* To carry out other duties, within the scope of the job, and to meet the needs of the business

**GENERAL**

As a Support Worker, you will have:

* A commitment to people and ability to develop and sustain relationships
* An active contribution to team working
* A sense of judgement and ability to take decisions and be responsible for them
* Empathy and active listening
* A non-judgemental attitude and ability to see people’s gifts
* An ability to remain focused in the face of conflicting demands
* An ability to problem solve and remain calm in a crisis
* A willingness to embrace diversity and challenge opinions that are exclusive
* Sensitivity and responsiveness to people’s emotional and social health
* An ability to prioritise own workload, personally and within a team context
* A proactive approach to your own learning and ability to keep up to date with practice issues/policy/legislation
* Good communication skills in a variety of situations
* A willingness to accept support to reflect on competence and need and accept feedback from others to ensure competence is maintained

**SSSC REGISTRATION**

You are required to register with the SSSC. You must ensure you begin the process in good time to ensure you are registered with the SSSC by the end of your 6 month probation period.

**RELATIONSHIPS**

* Service Users
* Colleagues, including Link Group business partners
* Managers
* Local Authorities
* Partner Agencies
* Funding Bodies
* Regulating Bodies

You will comply with the Health & Safety Policy, reporting any matters of concern to the Health and Safety Officer, Representative or Line Manager. You will actively promote the Equality & Diversity Policy and practise in all aspects of the job role as it relates to colleagues, tenants, service users, contractors, consultants and external agencies.

### ACCOUNTABILITY

This post is accountable to the Service Delivery Manager.

**PERSON SPECIFICATION**

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| **EDUCATION & QUALIFICATIONS** | ESSENTIAL | DESIRABLE | METHOD OF ASSESSMENT |
| Willingness to work towards and achieve an appropriate qualification recognised by SSSC | √ |  | Application Form & Interview |
| Registration with SSSC within 6 months of their start date. | √ |  | Application Form |
| **KNOWLEDGE / EXPERIENCE & SKILLS** |  |  |  |
| Knowledge of issues affecting people who are excluded and marginalized | √ |  | Application Form & Interview |
| Understanding of the issues affecting service users | √ |  | Application Form & Interview |
| Building equal and positive relationships with people | **√** |  | Application Form & Interview |
| Demonstrate an understanding of working with people to include them and tackle exclusion | **√** |  | Interview |
| Working with vulnerable people, people with learning difficulties, people with mental health difficulties, people with a history of offending behaviour, people with mental health difficulties, people with drug or alcohol issues or people who are homeless or at risk of becoming homeless |  | **√** | Application Form & Interview |
| **GENERAL / OTHER** |  |  |  |
| An ability to accept support to reflect on competence and accept feedback from others to ensure competence is maintained | **√** |  | Interview |
| Meet the requirements of registration with Protection of Vulnerable Groups Scheme check | **√** |  | Application Form & Interview |
| Flexible, practical and reliable approach. Able to work flexible hours including evenings, weekends and public holidays | **√** |  | Application Form & Interview |

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| COMPETENCY MANAGEMENT FRAMEWORKALL ARE ESSENTIAL AND WILL BE ASSESSED AT THE INTERVIEW STAGE |
| COMMUNICATIONCommunicates ideas and information effectively, both verbally and in writing, ensuring messages are clear and understandable. Shares information openly and encourages a two way dialogue. Use appropriate language and style that is both relevant to the situation and to the people being addressed.  |
| CUSTOMER CENTRED APPROACHPuts the person at the heart of the service and is able to understand both internal and external customers and service users’ needs. Recognises that customers and service users are unique. Takes personal responsibility for securing the satisfaction and well being of customers and service users. Shows perseverance and innovation in resolving problems. Encourages and maintains open, positive relationships with a wide range of people. Listens and communicates assertively to ensure mutual understanding. |
| INNOVATIONConstantly strives to evaluate, question and improve how things are done. Views improvement as a continuous process. Creatively explores and applies innovative approaches to improve the quality and delivery of services. |
| LEADERSHIPThe ability to lead, inspire and encourage others to meet business objectives whilst providing a clear vision and sense of purpose in all activities. Actively participates and contribute towards Project Teams, Committees and other working groups. Is supportive of colleagues, including secondees, placements and new employees. |
| PERSONAL EFFECTIVENESSTakes personal responsibility for making things happen and achieving results. Presents ideas clearly and persuasively. Willing to take responsibility in challenging circumstances or when things go wrong. The ability to recognise and control own emotions and to respond to situations objectively, even when under pressure. The self-confidence and flexibility to adapt own response to suit the needs of the situation or to respond flexibly depending on the other persons approach. |
| PROBLEM SOLVING AND REASONINGThe ability to identify and resolve problems by gathering and analysing information from a range of sources, and make informed and effective decisions. Draws appropriate conclusions and considers the consequences of these decisions. Ability to work effectively within a team. |
| **INFORMATION SYSTEMS**A functional understanding of Link’s core information communication technology – including Microsoft Office, Google Mail and File Stream systems. An ability to access and use personal computer software for effective communication and the management of information. Has a basic knowledge of PCs, including keyboard skills and will take active steps to update personal computer literacy skills and to support others when required. |
| **WORKING TOGETHER**

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| Willingness to participate and contribute effectively to the team effort. Will put own interests aside when appropriate to meet the needs of the team. Takes positive action to build the team and works through conflict to achieve resolution. Makes other team members feel valued. Knows what their team aims to achieve, their role and the part they play and takes positive action to build the team mentors/coaches new employees.  |

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**Fife Service**

**Office Base - West Bridge Mill, Bridge Street, Kirkcaldy, KY1 1TE**

**Fife Support Service**

The Fife Support Service delivers both Short Term Housing Support and Care at Home services. We work with individuals in their own homes throughout Fife, sheltered housing and external temporary accommodation in the community. We work with individuals from the age of 16 years and upwards

The Fife Support Service provides short term housing support to individuals and receives all referrals through a shared access referral system (F.O.R.T. Fife Online Referral Tracking System) which is managed by the Trust in Fife Referral Team.

This service works with individuals to address the issues that are causing problems in their lives and to help them sustain their own homes. Referrals are received through the FORT system and initial meetings are arranged by senior support workers, the support needs and any risks are identified with individuals and discussed at this meeting.

We also offer a long term Care at Home service, this service is to help individuals remain within their own home. The service can provide support for help with household tasks, social activities and respite for carers, referrals can be funded by Social Work Service as Self Directed Support (SDS) or individuals can pay privately. As with short term housing a senior support worker will arrange an initial assessment where support needs will be discussed and a risk assessment will be carried out.

All of the services we provide are delivered by staff who tailor support in a person centered manner using creative approaches in order to meet individual's personal needs.

There are several Service User Involvement groups run by LinkLiving staff which include a weekly Choir - Link Tune Social, a Women's group, Men’s group, Arts & Crafts group and a Games Group. These groups are well attended, help service users meet new people, learn new skills and use existing skills. They are also great fun.

**Social Care & Social Work Improvement Scotland – SCSWIS**

We are registered as a Care at Home / Housing Support provider with the SCSWIS. Copies of this report can be found on the SCSWIS web-site [www.scswis.com](http://www.scswis.com)

**Reviews**

All service users will have a Support Plan and Risk assessment. These are regularly reviewed by the service users and all other parties involved in the support.

**Service User Involvement**

LinkLiving is committed to the values of inclusion and user involvement. Service User involvement is an area that we are continually striving to develop and improve on.

Service users play an active role in our overall LinkLiving Management Committee as well as in staff recruitment - e.g. through short-listing and interviewing. Service Users have also played a part in the provision of staff training.

**Learning and Development**

LinkLiving is committed to the on-going learning and development of staff. We offer monthly support and supervision sessions for all staff. This gives staff, the opportunity to discuss with their line manager how things are going.

LinkLiving actively supports staff development in a variety of ways. We have a comprehensive Induction programme for new staff and an in-house Learning Programme that provides a range of learning opportunities as well as supporting staff to undertake different forms of study through local colleges etc.

We have supported staff to undertake formal training such as SVQ 2 / 3 / 4 in order to gain a recognised qualification with the Scottish Social Service Council.

LinkLiving has the Investors in People award.

# TERMS AND CONDITIONS OF EMPLOYMENT

Noted below is a summary of the general terms and conditions of employment of LinkLiving employees. **Those quoted apply to full-time posts and part-time staff will be eligible to receive the same employment terms on a pro-rated basis.** Employees on fixed term contracts are also eligible, subject to the restriction of their contract. An individual contract may determine additional terms particular to that appointment and employees should also refer to their own contract of employment.

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| **Hours:** | **1 Full Time Position**37.5 hours per week to be worked flexibly and may include some evenings and weekends.**2 Part Time Positions**22.5 hours per week to be worked flexibly and may include some evenings and weekends. |
| **Contract:** | Permanent Positions. |
| **Salary:** | Placement within the appropriate salary range will be dependent on a number of factors including skills and experience.Progressing through the salary range will be determined by an assessment of individual performance against an agreed Job Plan and following a recommendation made to the Management Team at each performance year-end.Support Worker Salary Range£17,063 - £19,579 per annum (dependent on skills & experience) An Inflation-Related Pay Award is normally awarded annually in April. |
| **Annual Leave** | 35 days per annum (including 10 public holidays) rising to 38 days after completion of three years service. |
| **Pension** | Link is required by law to automatically enrol eligible employees to its pension scheme. Full information about this will be provided as part of the new employee induction process. |
| **Travel** | (a) Staff will be reimbursed two-thirds of the cost of a monthly bus pass if this is appropriate to the needs of the Service. (b) If you only use a monthly bus pass for business purposes you may be able to claim the full cost.Use of your own car for business mileage, where authorised, will be reimbursed at a rate of 45p per car mile. LinkLiving adopts the Inland Revenue approved mileage rate system. |
| **On-Call** | Where an on-call rota is established within the Service and you are required to participate, a separate allowance is made. |
| **Time Back** | There is a time back arrangement for additional hours worked in excess of the contracted hours. |
| **Probationary Period** | There is a 6-month probationary period, which may be extended to 9 months following consultation with individuals. |
| **Smoking** | All Link group offices operate a NO SMOKING POLICY – you may have to work with service users who smoke. |
| **Health Care Cash Plan** | A Healthcare Cash plan scheme for employees and children under 18 years old. [Option to include partners] |

**Protecting Vulnerable Groups Scheme (PVG)**

**Information for applicants who wish to work with Link**

People who work on a regular basis with vulnerable groups will be required to join the Protecting Vulnerable Groups (PVG) Scheme. This Scheme replaces the Enhanced Disclosure Scotland checking process for organisations and it is a mandatory requirement of working within Link.

As well as strengthening safeguards for children, the PVG Scheme will improve protection for adults because, for the first time in Scotland, there will be a list of those who are barred from working with protected adults - there is already a list of those who are barred from working with children. A protected adult is a person, aged 16 or over, who receives one or more type of care or welfare service either regularly or for a short period of time.

People who work, on a regular basis, with vulnerable groups will join the PVG Scheme and from then on, their membership records will be automatically updated if any new vetting information arises. Vetting information is conviction information retrieved from criminal justice systems and non-conviction information held by the police that is considered relevant.

In order to become a member of this scheme for the first time the cost is £59.

Should you be successful in securing a post with Link it will be expected that you will meet the registration cost. Following completion of three months continuous service this cost will be reimbursed through your salary.

For further information please refer to the disclosure Scotland website –

<http://www.disclosurescotland.co.uk/pdf/protecting-vunerable-groups-scheme.pdf>

**Data Protection Information Sheet**

You have been asked to consent to Link processing your personal and sensitive data for legitimate purposes. This document will explain what this means.

**What’s the difference between personal data and sensitive data?**

Personal data is any information about an individual which could be used to identify them using the data, for example:

* Name
* Address
* Date of Birth
* Employee Reference Number
* National Insurance

Sensitive data is any data which could be used in a discriminatory way, for example:

* Racial or ethnic origin
* Political opinions
* Religious or similar beliefs
* Trade union membership
* Physical or mental health condition
* Sexual life
* Commission or alleged commission of offences

**What is processing?**

The term “processing” covers every action associated with data, including;

* Obtaining
* Retrieving
* Altering
* Organising
* Sharing
* Deleting

**In what circumstances might my personal or sensitive data be shared?**

Legally, Link must share your details with Her Majesty’s Revenue and Customs, the Department of Work and Pensions and any relevant Regulatory Bodies. All staff members are auto-enrolled in the Link pension scheme and with Westfield Health. A pre employment health check is conditional of your employment therefore you will be required to complete a pre employment medical questionnaire and send to our Occupational Health Providers.

If at some point during your employment you require an Occupational Health visit, Link will share details of your health as part of the referral. Link will also use staff data for reporting purposes and providing statistical analysis, however in this instance information cannot be attributed to individual staff members.