**JOB DESCRIPTION**

### JOB TITLE: SUPPORT WORKER

### DEPARTMENT / SERVICE: EDINBURGH MENTAL HEALTH SERVICES

### PURPOSE OF THE JOB

Your main role will be to support people with the challenges they face by offering practical, emotional and social support. This is to assist each individual to develop the skills needed to manage their day to day lives in the way that they choose and guiding people towards independence. You will need to develop warm and effective relationships with service users supporting them to cope with their lives in a positive and planned way so that they can make informed choices and benefit from these.

You will have experience of multi agency working, housing support/care at home systems and knowledge of the challenges faced by people with mental health issues. You will establish and maintain respectful and empowering relationships with service users so that they feel valued and supported and enable them to take control of their own lives.

**MAIN AREAS OF RESPONSIBILITY / TASKS**

* Establish supportive relationships with service users based on mutual respect and equality
* Be responsible for a number of co-work and key work relationships; identifying needs, assessing risks, planning and reviewing support with service users with a variety of complex needs.
* Liaise with co-workers providing range of support to service users with different and complex needs.
* Support and assist service users to manage the challenges they face, using an agreed support plan.
* Support and encourage service users to identify goals and outcomes to work towards.
* Support and assist service users with shopping, cooking, cleaning, budgeting, personal care and other household tasks.
* Support and assist service users to cope with all the responsibilities of a tenancy as well 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 specialist services when needed.
* 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 developing and maintaining records such as contact notes, needs assessments, risk assessments, support plans, review notes etc.
* Liaise with other agencies that may be involved with the service user, advocating on their behalf and accessing professional help if required and appropriate.
* Promote and actively encourage service user involvement.
* Provide supportive feedback to colleagues regarding practice and share knowledge where required.
* Have and be able to share knowledge of multi agency working.
* Attend/contribute to multi agency meetings in relation to individuals support requirements.
* To carry out other duties, within the scope of the job, and to meet the needs of the business.

### ESSENTIAL SKILLS

* 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
* Non-judgemental attitude and ability to see people’s gifts
* Ability to remain focused in the face of conflicting demands
* Ability to problem solve and remain calm in a crisis
* Willingness to embrace diversity and challenge opinions that are exclusive
* Sensitivity and responsiveness to people’s emotional and social health
* 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
* An ability to reflect on practice and ensure competencies are maintained.
* An ability to actively seek feedback regarding performance from service users and

other professionals

* + Ability to meet contractual obligations i.e. the use of monitoring systems.

#### KEY COMPETENCIES

### ESSENTIAL

* Building Relationships
* Person centred working
* Learning and development
* Information systems
* Communication
* Teamwork
* Empathy
* Customer service
* Personal effectiveness

#### 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 practice 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 the Scottish Social Services Council (SSSC) to achieve and maintain registration with a regulatory body | √ |  | Application Form and Interview |
| SVQ 3 Social Services and Healthcare at SCQF Level 6 |  | √ | Application Form |
| **KNOWLEDGE / EXPERIENCE & SKILLS** |  |  |  |
| Knowledge of issues affecting people who are excluded and marginalized | √ |  | Application Form and Interview |
| Understanding of the issues affecting service users | √ |  | Application Form and Interview |
| Knowledge of social care and housing issues |  | √ | Interview |
| Knowledge of welfare rights; benefits; procedures and entitlements |  | √ | Application Form and Interview |
| Relevant experience of working with people who have experienced social exclusion (in a voluntary or paid capacity) | √ |  | Application Form and Interview |
| Building equal and positive relationships with people | **√** |  | Interview |
| Using a person centred approach | √ |  | Application Form and Interview |
| Advocating on behalf of others |  | √ | Interview |
| Use of person centred planning tools |  | √ | Interview |
| Working with people in their own home |  | **√** | Application Form and Interview |
| Working with vulnerable young people, people with learning difficulties, people with mental health difficulties, people with a history of offending behaviour, people with drug or alcohol issues or people who are homeless or at risk of becoming homeless |  | **√** | Application Form and Interview |

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| **GENERAL / OTHER** |  |  |  |
| Ability to be able to travel between services as required | **√** |  | Application Form and Interview |
| Meet the requirements of registration with Protection of Vulnerable Groups Scheme check | **√** |  | Application Form and Interview |
| Flexible, practical and reliable approach. Able to work flexible hours including evenings, weekends and public holidays | **√** |  | Application Form and Interview |
| It is a requirement for employees working in regulated roles to achieve and maintain registration with an appropriate regulatory body, e.g. SSSC within 6 months of commencing employment in post. SSSC registration in this post is as a Support Worker in a Housing Support Service. | √ |  | (required on commencement of employment) |

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| COMPETENCY MANAGEMENT FRAMEWORK | (ALL ESSENTIAL) |
| 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 APPROACH Puts 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. | |
| INNOVATION Constantly 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 and is supportive of colleagues, including secondees, placements and new employees. | |
| PERSONAL EFFECTIVENESS Takes 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 REASONING The 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. Willingness to participate and contribute effectively to the team effort. Will put own interests aside when appropriate to meet the needs of the team. | |
| **INFORMATION SYSTEMS**  A functional understanding of Link’s core information communication technology – including Microsoft Office and Filestream systems. 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. | |

**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 & Contract:** | 37.5 hours per week. Core business hours will be Monday to Friday 9-5 but flexible working including evenings, weekends and public holidays will be required.  In addition, an on call rota operates for the service, which employees are expected to participate in. The on call service operates out-with the core hours of business. |
| **Salary:** | Placement within the 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.  The current on-call allowance is £20 per shift. |
| **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. Auto-enrolment rates from 1 April 2018 are:   * Link: 4% of basic salary * Employee: 2% of basic salary   Employees can opt to increase their contributions:   * Employee: 3%     5% * Link:          5%     6% [max]   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 miles. LinkLiving adopts the Inland Revenue approved mileage rate system. |
| **On-Call** | Where an on-call rota is in place, a separate allowance will be paid. |
| **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. |
| **Support and**  **Supervision** | You will have regular support and supervision meetings with your line manager |
| **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 non-contributory 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.**

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**

**Data Protection**

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.