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**SUPPORT ASSISTANT**

**HOUSING SUPPORT TEAM**

**JOB DESCRIPTION**

**ACCOUNTABILITY**

The Support Assistant is accountable to the Operational Manager of the Housing Support Team (Edinburgh).

**AIM OF THE JOB**

To ensure the delivery of high quality support services within the Housing Support Services as dictated by the Trust’s policies.

To contribute to the general development of The Rock Trust.

**ROLE OF THE SUPPORT ASSISTANT**

The primary tasks allocated to this post are related to the development of independent living skills of homeless and vulnerable young people, through the delivery of practical support. There is also a shared responsibility for promoting co-operation and efficiency throughout the organisation.

**JOB CONTENT AND RESPONSIBILITIES**

**SERVICE DELIVERY**

Provide practical, personal/emotional and social support to young people - as allocated by the project team.

Assist Project Workers and service users to plan and progress suitable move on accommodation options.

Assist service users to set up and maintain their tenancies (including help with decoration, furnishing, cleaning, arranging repairs and maintenance etc.).

To advocate, where appropriate, on behalf of the service users in dealings with all relevant external agencies.

Work with service users to help access external supports/agencies/resources as identified in their support plans

Prepare properties for re-let and assist in moving new tenants into available places.

To ensure that a record of support work is maintained and is available to the project team for inclusion in returns for funders, regulators or other relevant parties

To contribute to achieving the agreed standards of service and targets reflecting the aims and objectives of the Trust, service level agreements or guidelines provided by statutory and regulatory authorities.

To ensure a thorough awareness, application and adherence of organisational policy and to contribute to the adoption and promotion of good practice, these being reviewed on a regular basis.

Other duties as directed from time to time by the project management team, or the Chief Executive.

**STAFF SUPPORT**

To receive and participate in regular support and supervision sessions with the stated line manager. This will include involvement in an annual appraisal.

To participate in all appropriate team and staff meetings to ensure adequate levels of information are exchanged and appropriate issues discussed.

To support, encourage and assist other team members and volunteers in achieving the objectives of the Trust and the provision and development of supported accommodation services.

**RESOURCE MANAGEMENT**

To ensure that all necessary unit repairs, and tasks involved in attaining health and safety requirements, are dealt with as quickly and efficiently as possible.

To prepare void accommodation for re-let (including light cleaning duties, decoration, minor repairs and purchasing of furnishings and fittings)

To manage effectively a petty cash float (ensuring good value and appropriate recording of purchases).

**SERVICE DEVELOPMENT**

Participate in the gathering and processing of relevant statistical information to evaluate the effectiveness of the service and the demands being made of it.

To participate fully in regular reviews of the services provided and suggest actions that will enhance existing services or may lead to the development of new initiatives.

To contribute to the preparation of reports and written information as required by the Board or Advisory Groups as agreed with the Chief Executive.

**PRACTICE & POLICY DEVELOPMENT**

Participate in the review of organisational policies and practices on a planned and regular basis.

**COMMUNICATION**

To develop and sustain links with individuals, groups, agencies and professional bodies in the statutory and voluntary sectors and to actively promote the Trust’s services.

To contribute and assist in the preparation of material for the range of publicity material produced by the Trust as required.

To participate in promoting the Trust to the public to create enhanced awareness and informed opinions as agreed with the Chief Executive.

**PROFESSIONAL & PERSONAL DEVELOPMENT**

The Support Assistant is expected to maintain an up to date knowledge of all relevant legislation, policies and good practice within the field of youth homelessness and Community Care.

It is the Trust’s desire to encourage and enable the personal development of members of staff and to that end will support staff in line with the requirements of the job and the responsibilities of the Trust.

**REQUIREMENTS ESSENTIAL/**

**DESIRABLE**

**1. QUALIFICATIONS/EDUCATION/KNOWLEDGE**

Appropriate qualification Desirable

Knowledge of Basic Welfare Rights, Life-skills, Homelessness Desirable

**2. MANAGEMENT**

Managing volunteers Desirable

**3. EXPERIENCE**

Direct work with young socially excluded people Desirable l

Advocacy work on behalf of young people Desirable

Assisting with benefit claims (inc HB) and appeals Desirable

Working with volunteers Desirable

Risk Assessment Desirable

**4. ABILITIES - BOTH APTITUDES AND SKILLS**

Good Communicator - verbal and written Essential

Ability to work on own, and to use initiative Essential

Ability to work as part of a small team Essential

Ability/willingness to learn new skills Essential

Professional in attitude, behaviour and practice Essential

Ability to enable personal growth in young people Essential

Ability to teach practical and domestic skills to young people Essential

Problem assessment and problem solving skills Desirable

**5. PERSONAL QUALITIES - CHARACTERISTICS, STYLE, INTERESTS, AND ATTITUDES**

Enthusiasm Essential

Able to interact positively with colleagues, volunteers, young people Essential

Flexibility and adaptability Essential

Willingness to prioritise the needs of young people Essential

Non-judgemental in attitude Essential

Patience and tolerance Essential

**6. CIRCUMSTANCES**

Willingness and ability to work unsocial hours Essential

Ability to work with stressful situations Essential

**7. GENERAL**

Drivers licence and access to a car Desirable

**Summary of Conditions of Service**

1. **Job Title:** Support Assistant
2. **Designated Place of Employment:** 55 Albany Street, Edinburgh, EH1 3QY.
3. **Probationary Period:** Six months from date of commencement.
4. **Appointment conditions:** Appointment will be conditional upon satisfactory completion of a pre-placement health assessment and achievement of a satisfactory PVG certificate.
5. **Relocation Expenses:** No relocation expenses are payable.
6. **Accountability:** You will be accountable to the Operational Manager, Housing Support, for the efficient performance of your duties.
7. **Hours of Duty:** The average working week is 36.25 hours. Due to the nature of the work involved, it is not possible to specify definite hours of duty and you will be required to work flexible and unsocial hours/evenings and weekends.
8. **Conditions of Employment:** Your detailed terms and conditions of employment are stated in The Rock Trust Staff Handbook and are from time to time amended. You will be notified in writing of any changes to the Staff Handbook within 28 days of their approval by the Board of The Rock Trust. You will be consulted over any changes to the Staff Handbook.
9. **Notice:** This will be 4 weeks or longer in accordance with the law. This may be waived in part or whole by agreement by both parties. Notice to terminate your appointment must be in writing, to be given or received by the Chief Executive of The Rock Trust.
10. **Verification of Qualifications:** The Rock Trust must receive satisfactory evidence of your qualifications.
11. **Salary:** Your salary band is £17,500 - £20, 797
12. **Overtime:** Overtime is not payable. The Rock Trust uses a formal flexi timesheet system as set out in the Staff Handbook.
13. **Pension:** We have a pension scheme set up with Friends Life and all eligible staff will be automatically enrolled in this scheme after three months of employment. Please note eligible staff will be aged from 22 years to state pension age & will earn a minimum of £10,000pa (or £833.33 per month for at least three consecutive months). Non-eligible staff can opt into the scheme after three months employment subject to the agreement of the Chief Executive.
14. **Car Allowance:** You are designated as a casual car user for authorised travel in the course of your duties. Details of current allowances are set out in the Staff Handbook.
15. **Sickness Allowance:**  You are covered by The Rock Trust's Sick Pay Scheme, details of which are set out in the Staff Handbook.
16. **Annual Leave:** Your annual entitlement is 25 working days plus 10 Public Holidays, as set out in the Staff Handbook.
17. **Professional Responsibilities:**  You will be expected to adhere to registration and practice conditions as required by the Scottish Social Services Council and the Care Commission for Scotland.
18. **Trade Union and Professional Associations:** You may, if you so wish, become a member or an official of a professional association or an independent trade union and participate in its activities outside normal hours of work. You also have the right not to join a trade union.
19. **Grievance Procedure and Disciplinary Rules and Procedures:** These are as set out in the Staff Handbook.
20. **Eligibility to work in the United Kingdom:** The Asylum and Immigration Act 1996 require all employers to check the eligibility of potential employees to work in the United Kingdom. In order to satisfy that you have the right, we require an original document from the Inland Revenue, Benefits Agency, and Employment Service or from a previous employer showing your National Insurance number. A P45, P60, Payslip or National Insurance Card is acceptable to us as satisfactory evidence.
21. **Conditions of Service:** A full copy of the Conditions of Service (the Staff Handbook) referred to above is available for inspection in The Rock Trust main office.