

**ELPIS CENTRE**

**Job Title:** Housing Support Worker

**Location:** Elpis Centre - Glasgow

**Hours of work:** 35 hours per week

**Salary Scale:** points 16 - 20, £18,127 - £19,965

**Context:**

Elpis Trust delivers a person centred housing support service to 18 service users who are experiencing homelessness or are care leavers aged between 16-25 years. The supported accommodation is based in the Core service and satellite flats in the Ruchill and Mayhill area of Glasgow. Elpis provides a high quality support service which addresses service users’ identified and assessed needs and reflects the aims of the service to work within relevant organisational and statutory policies, including health and safety, employment and equality laws. This includes adhering to Scottish Social Services Council codes of practice, National Care Standards and contractual requirements. Staffs work closely with service users to write up support plans and deliver an individually tailored service, utilising Ladders to Success and GIRFEC, SHANARRI Outcomes.

**Job Purpose:**

To have specific working responsibility for 18 vulnerable young women, 9 living in the Core building and 9 in satellite flats in the Ruchill and Maryhill areas of Glasgow.

**Key Responsibilities:**

* Provide direct support to service users who have experienced homelessness and/or have a variety of complex emotional and mental health needs.
* Provide support to service users in both areas of service.
* Establish a supportive relationship with each service user, enabling them to maximise their own resources in order to improve their quality of life, and to assist service users to be as independent as possible in all aspects of their daily life, in line with their support plans.
* On a daily basis assist and support service users to carry out identified housing support tasks to ensure that they maintain and sustain their accommodation and be flexible and responsive to meet the changing needs of the service user, as well as the housing support service itself.
* Problem solve unexpected and difficult issues that may arise during shift and deal with challenging behaviour and when lone working, use own initiative in order to support service users’ complex issues, and make decisions based on current assessments of risk, following set risk assessments protocols and procedures.
* Resolve complex service user issues, involving discussion with colleagues and relevant agencies through reviews and meetings, ensuring correct procedures are followed.
* Risk asses service users’ needs and actions and consult with appropriate people such as line manager, social worker, case worker.
* Complete and update all relevant paperwork including housing support plans, risk assessments and case notes for service users, complying with National Care Standards, SSSC Codes of Practice, GIRFEC model of outcomes (SHANARRI) to ensure person centred service delivery and to meet service aims.
* Complete regular health and safety welfare checks of the service users, the building environment and equipment, reporting and dealing with any issues raised during these checks.
* Inform line management of any areas of concern or significant change when delivering service user support, to ensure that appropriate risk assessment is undertaken.
* Carry out all duties in compliance with Elpis Trust’s policies and procedures.
* Actively participate in monthly support, supervision and observation.
* Work closely with and with direction from the Duty Manager, to plan and deliver service users’ identified support needs.
* Work co-operatively as part of a team including attending and contributing to team meetings and work in co-operation with other members of the support team, as well as colleagues from other agencies.
* Communicate in a knowledgeable, confident and professional manner with external agencies, including social workers, case work team, commissioning team, carers and relatives of service users. This may include email, telephone calls, letters or face to face meetings.
* Communicate with other team members in a respectful and supportive manner in order to promote positive team work and cohesion.
* Ensure service users views and wishes are central to your work and encourage a high level of service user participation.
* To actively participate in identified training, on-going supervision and performance development.

Note: Duties will be reviewed and modified in line with the exigencies of the service.

**Knowledge, education, qualifications, competences and experience:**

**Essential:**

* Membership of the Protecting Vulnerable Groups Scheme
* Able to meet registration requirements with Scottish Social Services Council, Health and Social Care at S.V.Q. level 3, or be willing to achieve qualifications within specified timescale.
* Have an awareness of relevant National Care Standards and their application to work practice.
* Understand and adhere to the Codes of Practice from Scottish Social Services Council.
* Willing to maintain and enhance own knowledge, practice and competency.
* Previous experience working in Social Care.

**Desirable:**

* Experience of working with vulnerable young women and an understanding of the issues and needs involved.