

JOB DESCRIPTION

JOB TITLE: SUPPORT WORKER

DEPARTMENT / SERVICE: EDINBURGH YOUNG PERSON'S SERVICE

PURPOSE OF THE JOB

Your main role will be to support young people to access and maintain accommodation and you will offer practical, emotional and social support to assist them to develop the skills necessary for successful independent living. 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 take responsibility for their actions.

You will have experience of multi-agency working, housing support/care at home systems and knowledge of the challenges faced by young people. 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.

VALUES

The postholder will be expected to demonstrate LinkLiving's core values of:

- Empathy (listen to and understand an individual's needs and circumstances)
- Respect (treat others the way they wish to be treated)
- Integrity (be honest and have strong moral principles)
- Caring (show kindness and concern for others)

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 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 pay rent, council tax and bills
- Support and assist service users to cope with 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 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 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.
- Participate in the provision of an on call service.
- 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

VALUES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Empathy (listen to and understand an individual's needs and circumstances)	✓		Application Form & Interview
Respect (treat others the way they wish to be treated)	✓		Application Form and Interview
Integrity (be honest and have strong moral principles)	✓		Application Form and Interview
Caring (show kindness and concern for others)	✓		Application Form and Interview
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 Social Services and Healthcare (at SCQF Level 6)		✓	Application Form
KNOWLEDGE / EXPERIENCE & SKILLS	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
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

GENERAL / OTHER	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
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)
Advocating on behalf of others		✓	
Use of person centred planning tools		✓	
Working with people in their own home		✓	
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		✓	

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.

Hours & Contract:	<p>37.5 hours per week. Core hours of support will be Monday to Friday from 9am to 5.00pm but flexible working will be required to meet the needs of individual service users and the needs of the service. You may also be required to work weekends occasionally.</p> <p>Post 1: Permanent Post 2: Fixed-Term from September 2019 to September 2020</p>
Salary:	<p>Placement within the salary range will be dependent on a number of factors including skills and experience.</p> <p>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.</p> <p><u>Support Worker Salary Range</u></p> <p>£17,550- £19,990 pro rata per annum (dependent on skills & experience).</p> <p>An Inflation-Related Pay Award is normally awarded annually in April.</p>
Annual Leave	<p>35 days per annum (including 10 public holidays) rising to 38 days after completion of three years' service.</p>
Pension	<p>Link is required by law to automatically enrol eligible employees to its pension scheme. Auto-enrolment rates from 1 April 2019 are:</p> <ul style="list-style-type: none"> •Link: 5% of basic salary •Employee: 3% of basic salary <p>Employees can opt to increase their contributions. Full information about this will be provided as part of the new employee induction process.</p>
Travel	<p>(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.</p> <p>(b) If you only use a monthly bus pass for business purposes you may be able to claim the full cost.</p> <p>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.</p>

On-Call	You will participate in a telephone on-call service which will operate on a rotational basis to ensure that young people have access to support 24 hours a day. A separate allowance of £20 will be paid per shift.
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-vulnerable-groups-scheme.pdf>