

Job Description

Key Workers, Pathways Hospital Discharge Service

Full time – 37 hours per week

Part time – 18.5 hours per week

For over 50 years, Cyrenians (a Scottish Charitable Incorporated Organisation (SCIO), registered charity number SC011052) has served those on the edge; working with the homeless and vulnerable to transform their lives.

Our Vision is an inclusive society in which we all have the opportunities to live valued and fulfilled lives. We work to make that vision a reality through our Mission to support people excluded from family, home, work or community on their life journey.

We aim to offer consistently excellent service across all locations and in all our activities. Our way of working is built on our four core values:

Compassion: We believe that everyone should have the chance to change, no matter how long that might take.

Respect: We believe in tolerance, acceptance, valuing diversity and treating each other as equals.

Integrity: We are committed to the highest quality of work, grounded in honesty, generosity, sincerity and professionalism.

Innovation: We are willing to take risks, challenge convention and be very creative in our search for new ways of working, in particular by taking account of the environmental impact of our decisions.

1 General

Those who are homeless experience some of the worst health outcomes possible, with significant numbers experiencing serious health conditions and high rates of early morbidity.

Results from an established and evaluated 'Pathways Hospital in-reach model' evidence that offering a holistic, integrated approach to the multiple and complex social, physical, and mental health issues experienced by people who are chronic homeless is effective in reducing the number of days admitted to hospital, repeat admissions to hospital, and the frequency of A&E attendance

Cyrenians has secured funding to take forward a new *Pathways* project within Edinburgh. The project will be delivered by a multidisciplinary team consisting of a dedicated specialist nurse, GP, community based support staff and peer workers (employed by Cyrenians). We will work closely with staff from the Royal Infirmary and Western General to ensure early identification of patients who are homeless, contribute to a considered discharge planning process, and coordinate a package of care that will include access to accommodation, and support ongoing recovery and resilience to ultimately improve health outcomes.

2 Tasks and Responsibilities

The Key Worker roles will liaise with hospital and health staff on the social needs of those people who are homeless and due to be discharged from hospital. The Key Workers will provide support to individuals with a focus on developing a positive and trusted relationship, helping them identify the outcomes they want to see, and prioritise help in identifying and accessing housing. Key tasks are as follows:

Developing Relationships

- Act with integrity and build trusted relationships with those being supported
- Take the time to develop a rapport and relationship
- Ensure that work is progressed at a pace that people can manage
- Ensure those receiving support are at the centre of the assessment and support planning processes.

Trauma informed practice

- Understanding how past experiences may impact on behaviour and perception
- Ensuring that communication and actions do not reinforce trauma
- Consider emotional needs alongside practical ones
- Model healthy 'care giving' and encourage others to do so too
- Take a holistic and pragmatic approach to risk.

Connecting people to resources

- Develop an understanding of people's housing rights
- Keep up to date with housing options available to people and how these are accessed
- Have a working knowledge of the welfare benefits system
- Keep up to date with the community based health and social care support opportunities that are available.

Partnership working

- Establish and retain an effective and complimentary joint work approach with clinical staff involved with the project
- Engage with hospital settings in a manner which is sensitive to the environment and its pressures
- Be open and constructive with external evaluators.

Measuring and valuing

- Ensure that work activity is appropriately recorded
- Regularly review progress, engaging the service user in the assessment of this
- Provide data to manager and assist in reporting to funders as required
- Seek opportunities to get feedback from those using the service and other stakeholders
- Record information using Cyrenians monitoring systems
- Engage with the external evaluation of the project and facilitate contact between the evaluators and those using the service

Marketing and Communication

- Promote the service to hospital staff and wider stakeholders
- Represent the work of the partnership
- Participate in meetings and events as appropriate.

Other

- Participate in support and supervision with manager
- Engage in reflective practice
- Identify and participate in training and learning opportunities which support your role and further development
- Attend and participate in team meetings and organisational forums
- Comply with organisational policies and procedures.

3 Person Specification

Knowledge and Experience	
Knowledge of both the causes and consequences of homelessness	Essential
Awareness of health inequalities	Essential
Experience of successful partnership working	Essential
Excellent interpersonal skills and ability to establish relationships	Essential
Knowledge of homelessness services in Edinburgh	Desirable
Ability to use systems to monitor progress and demonstrate impact	Essential
Commitment to quality assurance and high standards in service delivery	Essential
Understanding of Trauma informed practice	Essential
Skills	
Proficient with basic IT tools and electronic communication	Essential
Good time management	Essential
Effective networking	Essential
Confident decision maker and able to work autonomously	Essential
Able to respond quickly in a calm manner	Essential
Qualifications and training	
SSSC recognised professional and vocational qualifications	Desirable
Values and attributes	
Passionate about enabling vulnerable people to overcome problems and reach their potential	Essential
Creative and innovative problems solver	Essential
Respectful of others	Essential
Energy, drive and enthusiasm to ensure the service and all those involved in it thrive	Essential
Committed to service excellence and continuous improvement	Essential

4 Terms & Conditions

<u>Employer:</u>	Cyrenians
<u>Accountability:</u>	Cyrenians Board of Trustees (via Cyrenians Chief Executive Officer)
<u>Line Manager:</u>	Outreach Service Manager
<u>Liaison with:</u>	Edinburgh Access Practice, NHS Lothian, Edinburgh University
<u>Workplace:</u>	Edinburgh
<u>Working Hours:</u>	Full time: 37 hours per week Part time: 18.5 hours per week
<u>Annual Leave</u>	25 days plus 10 public holidays (pro rata)
<u>Salary:</u>	£21,214 - £23,721 per annum (scale points 20-24), pro rata for part time. - For part time, this equates to £10,607 per annum for an 18.5 hour week at scale point 20.
<u>Pension:</u>	Auto-enrolment into Qualifying Workplace Pension Scheme (QWPS) which is a Group Stakeholder Pension Scheme – current contributions being 5% employee and 3% employer. Option of enhanced Employer contributions to the same QWPS of 6% initially, rising to 9% after 2 years and 12% after 5 years (subject to employee contributions of 6%)
<u>Funding:</u>	Funded until 31 March 2022 in the first instance.
<u>Disclosure:</u>	PVG membership is required.

6 Application deadline and Interview dates

<u>Closing date:</u>	Noon on Monday 18 th November
<u>Interview date:</u>	Wednesday 25 th November in Edinburgh
<u>Second stage:</u>	TBC

Please refer to the Recruitment Information leaflet for further information on completing and submitting your application form.