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**STAFF JOB DESCRIPTION**

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| **1. JOB DETAILS** |

**Job Title:** Project Worker (**Fixed Term to March 2021**)

**Grade/Salary Scale**: £23,000

**Responsible to**: Senior Project Worker

**Hours:** 35 hours a week

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| **2. JOB PURPOSE & TEAM OVERVIEW** |

The Social Inclusion Project (SIP) has been successful in Falkirk since 2015 and in Clackmannanshire and Stirling local authority areas since 2018. The aim of the SIP is to bring multi-disciplinary agencies and/or services together to provide an intensive ‘case management’ approach to supporting the most complex individuals in the Falkirk local authority areas; individuals whereby their presenting issues and behaviours have caused them difficulties with, and in many cases, exclusion from universal, and/or community services.

It is intended that the SIP will provide person centred support which champions health, wellbeing and inclusion within communities. The SIP will begin the process of enabling the service user access to an integrated pathway across universal services, the ‘Third Sector’ and wider Health & Social Care services to ensure there is appropriate, equitable, timely and effective interventions available. The project aims to tackle the issues associated with social exclusion by facilitating the service user’s transition back to being able to engage with community-based supports, therefore improving service user outcomes and social inclusion.

The SIP Project Worker will work under the direction of the SIP Service Manager and operate in partnership with colleagues from Police Scotland, Scottish Fire and Rescue Service, NHS Forth Valley, Substance Misuse Services and Falkirk Council, namely, Social Work, Housing and Conflict Resolution Service with the aim of providing a service which is specifically designed to identify, engage and support individuals affected by issues pertaining to substance use with mental health, physical health, exclusion learning disabilities, offending behaviour, anti-social behaviour, housing and social problems.

The post-holder will contribute to the project, in such a way, so as to ensure that service users are in receipt of consistent and high quality support that enables them to live positively in the community, address the behaviours causing exclusion, avoid harmful activities, develop and maintain their daily living skills. Moreover, the post-holder will support the service user to increase community participation and improve their health and well-being.

Furthermore, the Project Worker will have a responsibility to contribute to the overall performance of the SIP to ensure that contractual outputs and targets are achieved. There is a responsibility for the post-holder to demonstrate a commitment to continuous improvements in service delivery for the benefit of the service user, the Project and the partners. The post-holder will be required to work from a number of operational sites across the local authority areas and work flexibly within an agreed number of hours to maintain the most appropriate level of provision. This may include evening and weekend working.

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| **3. ORGANISATIONAL STRUCTURE & REPORTING CHART**  |

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| **Signpost Recovery Organisational Structure - Social Inclusion Project (SIP)** |
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|  |  |  |  | Chief Executive - Sheila Graham |  |  |
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|  |  |  |  | Head of Services - Jane Menzies |  |  |
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|  |  |  |  | Service Manager - Claire Hughes (SOUTH)  |  |  |
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| SIP Community |  | SIP - TIIO (Brockville, CJ) |  | SIP - Housing 1st (Housing) |
| Project Worker (IJB funded) |  | Senior Project Worker (IJB Funded) |  | Project Worker (Falkirk Council) |
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| Project Worker (IJB Funded) |  | Project Worker (IJB Funded) |  | Support Worker (Falkirk Council) |
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| Support Worker (CJ Funded) |  | Administrator (IJB Funded) |  |  |  |  |

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| **4. KEY DUTIES AND RESPONSIBILITIES**  |

**WORKING WITH SERVICE USERS**

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| 1. Ensure that holistic and person-centred support underpins all aspects of work;
2. Be responsible for the assessment, planning, implementation, and evaluation of programmes of support;
3. Receive referrals and pro-actively make contact with the service users in their own environment or in the most appropriate location for contact with them (eg Hospital Ward, A&E, Police Custody, Home, Homeless Hostel)
4. Ensure that all assessments, care plans, notes, records, reviews, and discharge plans are kept up-to-date and stored securely in accordance with information governance tools. This includes entering data into multi-disciplinary database;
5. Act as the service contact person for designated professionals ensuring that they are prioritised accordingly;
6. Carry a caseload and ensure continuity-of-care for service users through effective working and liaison with partnership agencies (e.g. Social Work);
7. Support people throughout their re-integration within the local and wider community following period(s) of residential/in-patient care;
8. Where appropriate work to support shared care arrangements for service users;
9. Co-ordinate and participate in multi-disciplinary meetings in respect of SIP assessment(s) and individual support plans advocating on behalf of the service user as necessary;
10. Make referral to relevant treatment services based on the needs of the service user and ensure the uptake of treatment by ensuring transitions of care i.e. arranging 3-way care transfer meetings and assisting to appointment’s as necessary;
11. Contribute to the development of SIP by providing advice and information to partners on all areas related to operational matters;
12. Liaise and work in partnership with key stakeholders such as the police, housing, local authority workers, treatment services and other agencies to the benefit of your client group;
13. Keep up to date with all SIP related matters thus acting as a resource for substance misuse services and key stakeholders;
14. To understand, act upon and comply with the need to protect children and vulnerable adults through your knowledge, actions and adherence to the relevant principles, policies and procedures in respect of the multi-agency Forth Valley Child Protection (CP) and Adult Support and Protection (ASP) protocols.

**PARTNERSHIP WORKING**1. Liaise and maintain effective links and work in collaboration with a range of agencies/partners/organisations for the purpose of joint working with and effective outcomes for service users, including gathering information for robust assessment. Attend and participate in multi-disciplinary meetings and advocating where necessary, deliver presentations and training as required.
2. Develop close links and working relationships with community services (across the Forth Valley area in order to ensure communication, joint working and information sharing for the effective continuity of care for services users.
3. Work closely with all substance misuse services to ensure appropriate joint delivery of the Integrated Care Pathway (ICP).
4. Attend and participate in meetings e.g. Signpost Team Meetings, Multi-agency Public Protection Arrangements (MAPPA), GIRFEC, Child Protection and Adult Support & Protection to create working conditions conducive to providing better and fairer services to service users, their families and the wider community.

**ADMINISTRATION** |
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| 1. Maintain a knowledge and understanding of, and comply with Quality Improvement Framework (QIF) approved guidelines, protocols etc., Signpost Recovery Policy & Procedures, Scottish Social Services Council (SSSC) codes of practice and Health and Safety at Work.
2. Complete reports to a high standard, maintaining accurate and up to date records of service user’s progress within specified time requirements.
3. Maintain accurate and up to date records, reports, data, case files and Recovery Plans that conform to appropriate protocols, National Quality Principles and audit standards, contract requirements and service level agreements.
4. Ensure all paperwork meets a high standard, maintaining accurate and up to date record of client contacts within the specific time requirements.
5. Collect and input accurate data to local and national datasets in such a way that it contributes to a 100% compliance rate (quality and completeness) to funding bodies.
6. Ensure confidentiality and data protection is maintained in accordance with the requirement of the Information Commissioners Office (ICO), Information Governance, contractual requirements and the General Data Protection Regulations, 2018
7. To keep informed of evidenced based practice relevant to the provision of our services.
8. Undertake the appropriate continuous professional development (CPD) whilst maintaining an accurate and up to date CPD portfolio and/or record

**GENERAL**1. To maintain close contact with the wider Substance Misuse Services for continuity of care and sharing good practice.
2. To work to the principles of Governance and to discharge the duties of your role in a way that is compliant with its expectations in respect of:
* Education and Training
* Audits
* Effectiveness
* Research and Development
* Openness
* Risk Management and
* Management
1. To work flexible hours, this may include weekends and evenings.
2. To be aware and committed to the Health and Safety policies and procedures which will be outlined at induction.
3. Adapt and conform to any changes within the services or the wider treatment system and contribute to the delivery of Service and/or Quality Improvement Plans.
4. To be committed to the equal opportunities and diversity policies.
5. Be an active participant in your own supervision, training and appraisal in accordance with supervision policy.
6. To undertake any other duties as may reasonably be requested by the Service Manager and or senior management.
7. Be able to travel throughout Forth Valley for the purposes of service delivery, meetings and training.
8. Hold a current, full UK driving license, have access to a roadworthy vehicle, whilst also maintaining the appropriate business car insurance for the purposes of the role.
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| **5. COMMUNICATIONS AND WORKING RELATIONSHIPS** |

As a representative of Signpost Recovery, and in the course of your work, you will be expected to conduct yourself in a professional manner and consistently demonstrate good communication and interpersonal skills with regard to your interactions and engagements with others e.g. service users, their families, members of the public, colleagues within the Substance Misuse Service, staff from other substance misuse services and colleagues and/or senior staff within the wider Signpost organisation. Moreover, this role will require you to deploy a combination of communicative people skills in order to identify, build, or enhance relationships with clients, their families and the wider community. The Service Manager (South) and/or Senior Project Worker, as your line manager, will monitor and supervise your work through various means and will be your direct line of reporting and contact with regard to any matter(s) arising from your work.

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| **6. PERSON SPECIFICATION** |
| **JOB TITLE - SIP Project Worker** |  |
|  | **ESSENTIAL** | **DESIRABLE** |
| **Qualifications/Training** * An SVQ or HNC at level 3 or higher in a relevant field
* Evidence of continuous professional development in relation to caring and support work
* Already be registered with the SSSC or have the qualifications and skills required to get registered upon offer of employment
* Any qualification in a criminal justice, child protection or health & social care related subject.
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| **Work Experience*** At least two year's experience of working in an enabling role
* Experience of caseload management.
* Experience of conducting holistic assessment and care planning with individuals who have substance misuse issues.
* Experience of multi-agency and partnership working and the ability to build and maintain effective stakeholder relationships.
* Experience in contributing to the development and improvement of services
* Experience of working with families and Carers.
* Experience of child protection joint working.
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| **Knowledge/Skills/Ability*** Knowledge of service delivery which is compliant with local policies and procedures.
* Knowledge and understanding of welfare, social, educational and mental health and wellbeing issues relevant to service users
* Knowledge and understanding of the issues facing individuals affected by alcohol misuse including impact on family and carers
* Knowledge and skills to support emotionally demanding clients who are resistant to change.
* Proven ability to coordinate support and/or interventions across different organisations.
* Basic Microsoft Office skills.
* Good all round organisational skills.
* Excellent communication skills - verbal, numerical and written.
* Experience of gathering performance data and maintaining databases and spreadsheets
* Knowledge of the issues faced by children affected by parental substance misuse (CAPSM).
* Good knowledge and skills of harm reduction strategies and engaging with harder to reach populations.
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| **Manner/Speech/Appearance** * Positive and approachable outlook.
* Open approach to partnership working.
* Empathetic and effective communicator.
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| **Disposition*** Positive ‘can do’ attitude.
* Flexible
* Solution orientated.
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| **Other (specify)** * Ability to work on own initiative as well as part of a team.
* Full UK Driving Licence.
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| **7. PVG / DISCLOSURE INFORMATION** |

Signpost Recovery complies fully with the Disclosure Scotland Code of Practice, issued by Scottish Ministers, in connection with the use of information provided to registered persons and other recipients of information by Disclosure Scotland under Part V of the Police Act 1997, or the Protection of Vulnerable Groups (Scotland) Act 2007 for the purposes of assessing applicants' suitability for positions of trust. Therefore, Signpost Recovery has determined that this post is classed as undertaking restricted work with protected adults that must be covered by the successful candidate having undertaken a satisfactory- **PVG Scheme Record for Restricted Work with Protected Adults.**

Furthermore, should you fail to complete your probationary period, you will be expected to meet the cost of Signpost Recovery applying for and administering their PVG application. Whilst this is subject to pricing beyond that of our control and may rise at any time, the cost for the administration and fees associated with a new application to join PVG are £59 and the costs for an existing member to have a Scheme Record Update are £18.

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| **8. JOB DESCRIPTION & PERSON SPECIFICATION – JOINT AGREEMENT** |

**The above duties and responsibilities are intended to represent current priorities and are not meant to be a conclusive list. The post holder may, from time to time, be asked to undertake other reasonable duties.**

**Any changes will be made in discussion with the post holder and in the light of service needs.**

**I hereby understand and agree to the information contained within this document.**

Signature of Employee: …………………………………………Date…………………

Signed on Behalf of the Employer: ……………………………Date………………….