

**Job Description**

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| **Job Title** | Digital Support Worker (STHS) |
| **Location** | Based in Leven, working across Fife |
| **Responsible To** | Lead (STHS) |
| **Terms and Conditions** | Hours: 36 (Monday to Friday 9-5pm)  Salary: £16,776 - £18,810  Probationary Period: 3 months  Contract Type: Fulltime Temporary Fixed |
| **Post Purpose** | This post will deliver Short-term Housing Support (STHS) through social media and face to face contact. This is a developmental post which seeks to utilise a variety of approaches to sustain contact with hard to reach groups/indviduals identified as requiring housing support. A key aspect of the post is to develop good practice when applying the new Care Standards to digital engagement. The post holder will be line managed by the Lead for STHS and supported indirectly by the Lead for Homelessness Prevention.  Short-term housing support must be carried out under the correct policy directives/procedures and to the required standards as set out by the organisation, CI and SSSC. |
| **Team Purpose** | The overall aim of Frontline Fife Homelessness Services is to end homelessness across Fife by taking preventative action and through assisting people to transform their lives. Our team endeavours to build on people’s strengths through facilitating the promotion of self-valuing and wellbeing. |
| **Duties/Responsibilities Specific** | **Digital Support Delivery**   * Under the management of the Lead for STHS and guidance of the Lead for prevention establish practice protocols to support online delivery. * Engage with existing clients and co-produce online approaches/tools to support clients to access digital support. * Work collaboratively with the Senior STHS and other STHS workers to case manage clients choosing to be supported through digital delivery/a combination of delivery methods. * Work with individuals to identify future goals and aspirations and help them to actively progress through their personalised life skills plan(s). * Carry a caseload under safe working practices to support a variety of client needs (complex through to low level support). * Write and maintain accurate up to date objective client records in keeping with CI standards and GDPR/Data Protection requirements. * Submit accurate performance data to evidence client outcomes. * Work to achieve positive client experiences and seek continuous feedback from clients. * Handle complaints as guided by FLF policy. * Work with policy in mind and in accordance with H&S protocols e.g. lone working. * Work to achieve targets and other funder/compliance requirements through value-based practices.   **Participate in service development and improvement**   * Fully participate in case reviews and other observational practices to develop and improve individual and organisational service quality standards. * Be responsible for giving constructive feedback, celebrating success and identifying opportunities for service improvements or innovation.   **Team working**   * Work to a rota system. * Work flexibly to assure a full service is maintained across the organisation. * Work to promote positive relations and share better practice. * Foster cross team and interagency working and work to build community cohesion.   **Learning and development**   * Take ownership of one's own continuous professional development. * Participate in training and continuous development and learning. * Develop effective communication (and other) skills which promote effective strength base practices. * Employees governed by the SSSC Code of Conduct must comply with these standards and ensure that their registration (Fitness to Practice) is evidenced and maintained under the specification set out by the SSSC.   NB All staff have a duty to protect supported individuals from abuse and to report any concerns immediately to their line manager or other management staff and to work in accordance with the Protection of Vulnerable Groups (Scotland) Act 2007 and Data Protection/GDPR legislation. |
|  | **This job description must be read in conjunction with the general requirements of Frontline Fife’s Policies, Procedures and Performance Appraisal System, and the Standards set by appropriate Regulating Bodies.**  **Frontline Fife is an equal opportunities employer.** |



**Person Specification**

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| **Attributes** | **Essential** | **Desirable** | **Assessment** |
| **Experience** | * Experience working in a client facing role within housing, health or social care * Experience of using social media within a work environment | Experience of working with challenging behaviours | Application, Interview, References |
| **Education, Qualifications & Training** | * As a minimum SVQ2 in a relevant field which meets SSSC requirements for housing support or evidence of formally working towards completing an SVQ2 by May 2018 * Evidence of current registration under the SSSC Fitness to Practice scheme * Case management training * H&S Awareness Training | Strength based training  Equality and Diversity training | Application |
| **Skills, Abilities & Knowledge** | * Knowledge of Homelessness and its social determinants * Knowledge and interest in developing the use of social media as an option for providing STHS * Knowledge and skills of strength based working principles * Knowledge and skills in reflective practice * Evidence of using a case management approach * Ability to work within professional boundaries * Ability to actively listen and take on decisions made by others and facilitate clients to make choices * Willingness to independently seek out objective formal information to support practice * Ability to write accurate case notes * Full Valid Driving License and access to own transport (with business insurance) or otherwise be able to travel throughout Fife * Ability to manage one's own and other’s emotions, Ability and willingness to proactively contribute and participate in supervision, training, and personal development planning | Active listening skills  Skills in strength based practice  Experience of using social media to facilitate relationships within a work context. | Application, Interview, References |
| **Interpersonal & Communication Skills** | * Ability to explain formal procedures and instructions to give guidance and enable clients to make decisions * Ability to consider different points of views * Ability and willingness to deal with conflict head on and give way to open supportive conversations * Ability to communicate through social media |  | Application, Interview, References |
| **Value Base** | * Commitment to the principles and practice of continuous improvement * A belief and evidence of working to the values underpinning social inclusion, dignity and respect * Willingness to challenge the status quo in a positive manner |  | Application, Interview, References |