

**Job Description**

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| **Job Title** | Assistant Short-term Housing Support Worker |
| **Location** | New Volunteer House, Kirkcaldy (working across Fife) |
| **Responsible To** | Senior Short-term Housing Support Worker (SNR STHS) |
| **Terms and Conditions** | Hours: 36 (Monday to Friday 9-5pm)Salary: £16,380 Probationary Period: 3 months Contract Type: Fulltime Temporary Fixed |
| **Post Purpose** | As an Assistant Short-term Housing Support Worker the postholder will provide STHS to clients identified as requiring low level support and assist support workers as part of a case management approach to service delivery. The post holder is expected to facilitate and assist individuals using a strength based approach therefore, it is essential for the postholder to understand each individual’s unique position, the skills they have and the opportunities they choose to achieve their goals. It is essential that the delivery of short-term housing support is 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 by assisting them to achieve their own goals and to seek out development opportunities. |
| **Duties/Responsibilities Specific** | **Short-term Housing Support Delivery*** Under the guidance of the SNR STHS provide low level support to clients with a focus on managing transitions into education, employment and training.
* Assist STHS workers with specific case using a case management approach.
* Work with individuals to progress their through life skills plans to achieve/aspire to future goals.
* Carry a minimum caseload under safe working practices.
* Write and maintain accurate up to date client records in keeping with CI and Data Protection requirements.
* Work to client satisfaction and seek continuous feedback.
* 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 through reflection, and positive critique.* Be responsible for giving continuous feedback to celebrate successes, or where

service improvements or innovative practices can be achieved.**Team working*** Work to a rota system within and across teams.
* 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 are required to implement effective strength base practice.
* 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 working with challenging behaviours | Application, Interview, References |
| **Education, Qualifications & Training** | * As a minimum SVQ2 in a relevant field which meets SSSC requiremetns for housing support or demonstrating a willingness to work towards SVQ2 in housing support within the specified period
* Have or demonstrate commitment to registration under the SSSC Fitness to Practice scheme within the specified period
* H&S Awareness Training
 | Registration under the SSSC Fitness to practice register for housing supportStrength based trainingEquality and Diversity  | Application |
| **Skills, Abilities & Knowledge** | * Knowledge of Homelessness and its social determinants
* Knowledge of reflective practice
* Knowledge of case management
* Ability to work within professional boundaries
* Ability to actively listen and take on decisions made by others and facilitate clients to make choices
* Ability to write accurate case notes
* Willingness to independently seek out objective formal information to support practice with evidence
* 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 skillsKnowledge of strength based practice | Application,Interview, References |
| **Interpersonal & Communication Skills** | * Ability to explain and give guidance to enable client decision making
* Ability to consider different points of views
* A willingness to deal with conflict head on and prevent conflict through open supportive conversations
 |  | 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 |