

## JOB DESCRIPTION

### **JOB TITLE: SUPPORT WORKER**

### **DEPARTMENT / SERVICE: EDINBURGH MENTAL HEALTH SERVICES**

### **PURPOSE OF THE JOB**

To deliver a visiting housing support service to enable people to live as independently as possible in their own homes.

To provide emotional and practical support, as well as assisting people to take part in activities that matter to them and help them engage with their community to reduce social isolation.

To develop effective relationships with people affected by a range of challenges, support them to cope in difficult times and enable them to live a good life. In doing so, to provide emotional, practical and social support to help people to live as independently as possible and make informed choices in all aspects of their lives.

To develop positive relationships with a range of partners, including the NHS (in the community and in hospitals), social work and voluntary organisations to extend the breadth and quality of support available to the people we work with.

To be part of a team while managing own caseload and being a key worker for some of the people we support. to take part in regular team meetings and receive regular support and supervision.

To participate in a range of learning and development opportunities to enhance experience and skills and improve the quality of our service.

To utilise technology effectively to help deliver the best possible service to the people we support including to create support plans and risk assessments, record support, monitor outcomes and gather feedback from the people we work with.

### **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
- Provide support to a range of people with a variety of different needs through co-working with other staff.
- Support and assist service users to set up, maintain and sustain their home including supporting them to access services which will enable them to do this
- Support and assist service users with a variety of tasks including 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 cope with the responsibilities of a tenancy as well as 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 build up local networks in their community, making connections and assisting them to gain new interests and experiences
- Maintain and update records such as contact notes, support plans and daily notes.
- Promote and actively encourage service user involvement.
- Liaise with other agencies that may be involved with the service user, advocating on their behalf and accessing professional help if required and appropriate
- Administer medication, if required. (Training will be given)
- To undertake post registration training and learning and develop and maintain knowledge, skills and values
- To carry out other duties, within the scope of the job, including working in other support services, and to meet the needs of the business

## GENERAL

As a Support Worker, you will have:

- A commitment to people and ability to develop and sustain relationships
- An active contribution to team working
- A sense of judgement and ability to make decisions and be responsible for them
- Empathy and active listening
- A non-judgemental attitude and ability to bring out the best in people
- An ability to remain focused in the face of conflicting demands
- An ability to problem solve and remain calm in a crisis
- A willingness to embrace diversity and challenge opinions that are exclusive
- Sensitivity and responsiveness to people's emotional and social health
- An 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
- A willingness to accept support to reflect on competence and need and accept feedback from others to ensure competence is maintained

## RELATIONSHIPS

- |  |                     |
|--|---------------------|
| • Service Users                                      | • Partner Agencies  |
| • Colleagues, including Link Group business partners | • Funding Bodies    |
| • Managers   | • Regulatory Bodies |
| • Local Authorities                                  | • NHS               |

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 practise 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 Manager.

## PERSON SPECIFICATION

VALUES	ESSENTIAL	DESIRABLE
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)	√	
EDUCATION & QUALIFICATIONS	ESSENTIAL	DESIRABLE
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	√	
SVQ 3 Social Services and Healthcare at SCQF Level 6 or ability to gain required qualifications within required timescale	√	
KNOWLEDGE / EXPERIENCE & SKILLS		
Knowledge and understanding of the issues affecting service users	√	
Building equal and positive relationships with people	√	
Demonstrate an understanding of working with people to include them and tackle exclusion	√	
Experience of working with vulnerable people, e.g. people with learning difficulties, mental health difficulties, people who are homeless or at risk of becoming homeless		√
Experience of working with people with complex needs, e.g. people with severe disabilities, drug and alcohol dependencies, a history of offending, eating disorders, hoarding, OCD		√
Experience of supporting people to develop independent living skills		√
Good personal computer skills and the ability to use technology efficiently to maintain and update records	√	
GENERAL / OTHER		
Current driving licence and access to a reliable, roadworthy car		√
An ability to accept support to reflect on competence and accept feedback from others to ensure competence is maintained	√	
Meet the requirements of registration with Protection of Vulnerable Groups Scheme check	√	
Flexible, practical, proactive and reliable approach. Able to work flexible hours including evenings, weekends and public holidays	√	
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 and/or Care at Home Service	√	

<b>COMPETENCY MANAGEMENT FRAMEWORK</b> <b>ALL ARE ESSENTIAL AND WILL BE ASSESSED AT THE INTERVIEW STAGE</b>
<p><b>COMMUNICATION</b></p> <p>Communicates ideas and information effectively, both verbally and in writing, ensuring messages are clear and understandable. Shares information openly and encourages a two way dialogue. Use appropriate language and style that is both relevant to the situation and to the people being addressed.</p>
<p><b>CUSTOMER CENTRED APPROACH</b></p> <p>Puts the person at the heart of the service and is able to understand both internal and external customers and service users' needs. Recognises that customers and service users are unique. Takes personal responsibility for securing the satisfaction and well being of customers and service users. Shows perseverance and innovation in resolving problems. Encourages and maintains open, positive relationships with a wide range of people. Listens and communicates assertively to ensure mutual understanding.</p>
<p><b>INNOVATION</b></p> <p>Constantly strives to evaluate, question and improve how things are done. Views improvement as a continuous process. Creatively explores and applies innovative approaches to improve the quality and delivery of services.</p>
<p><b>LEADERSHIP</b></p> <p>The ability to lead, inspire and encourage others to meet business objectives whilst providing a clear vision and sense of purpose in all activities. Actively participates and contribute towards Project Teams, Committees and other working groups. Is supportive of colleagues, including secondees, placements and new employees.</p>
<p><b>PERSONAL EFFECTIVENESS</b></p> <p>Takes personal responsibility for making things happen and achieving results. Presents ideas clearly and persuasively. Willing to take responsibility in challenging circumstances or when things go wrong. The ability to recognise and control own emotions and to respond to situations objectively, even when under pressure. The self-confidence and flexibility to adapt own response to suit the needs of the situation or to respond flexibly depending on the other persons approach.</p>
<p><b>PROBLEM SOLVING AND REASONING</b></p> <p>The ability to identify and resolve problems by gathering and analysing information from a range of sources, and make informed and effective decisions. Draws appropriate conclusions and considers the consequences of these decisions. Ability to work effectively within a team.</p>
<p><b>INFORMATION SYSTEMS</b></p> <p>A functional understanding of Link's core information communication technology – including Microsoft Office systems. An ability to access and use personal computer software for effective communication and the management of information. Has a basic knowledge of PCs, including keyboard skills and will take active steps to update personal computer literacy skills and to support others when required.</p>
<p><b>WORKING TOGETHER</b></p> <p>Willingness to participate and contribute effectively to the team effort. Will put own interests aside when appropriate to meet the needs of the team. Takes positive action to build the team and works through conflict to achieve resolution. Makes other team members feel valued. Knows what their team aims to achieve, their role and the part they play and takes positive action to build the team mentors/coaches new employees.</p>

## **EDINBURGH SERVICES – ADDITIONAL INFORMATION**

### **Visiting housing support**

We deliver visiting housing support to around 180 people in Scotland's capital who experience a variety of mental health problems. Our support includes:

- \* Engaging with people and professionals who have an interest in their welfare.
- \* Equipping people with skills and tools to help them manage their mental health
- \* Creating personal support plans to help the people achieve the outcomes they desire

### **Recovery-based approach**

We work from a recovery-based perspective, which means we enable the people we support to live a good life - as defined by them - with or without symptoms.

We use conversations and plans to help people identify their long-term ambitions and short-term goals and develop strategies for achieving them.

We recognise the importance of the home as the base from which people can work towards recovery. We provide support in all aspects of maintaining a home, with an emphasis on developing people's skills to look after and sustain their home independently.

### **The role of communities**

We also recognise the role which communities can play in recovery. We connect the people we work with appropriate sources of local support and with networks and organisations which deliver social benefits, including a sense of belonging, community and purpose.

### **Putting people at the centre**

We appreciate that the mental health problems experienced by the people we work with can sometimes have a significant adverse impact on their lives, so we take time to help them to recognise, understand and manage their symptoms.

At all times, our support is flexible, person-centred and responsive to the changing needs of the people we work with.

### **Working in partnership**

Multi-agency working is an important part of the job. You will develop positive relationships with a range of partners, including the NHS (in the community and in hospitals), social work and voluntary organisations. By understanding the assistance, they offer and maintaining strong links with partner agencies, you will extend the breadth and quality of support available to the people we work with.

You will work as part of a team while managing your own workload and being a key worker for some of the people we support. You will take part in regular team meetings and receive regular support and supervision. You will participate in a range of learning and development opportunities to enhance your experience and skills and improve the quality of our service.

### **Using technology to deliver the best service**

You will embrace technology to help deliver the best service we can to the people we support. You will be given a laptop and smart phone to access Carista, our integrated social care management system. You will use Carista to create support plans and risk assessments, record support, monitor outcomes and gather feedback from the people you work with.

## 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

Full Time, 37.5 hours per week to be worked flexibly Monday to Friday, with weekend and evenings on a rota basis, including and public holidays. Part-Time opportunities available. Fixed-Term and Permanent positions available.

### Salary

Placement within the salary range will be dependent on several factors including skills and experience.

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.

Support Worker Salary Range £17,550- £19,990 per annum (dependent on skills & experience), pro rata for part-time employees.

An Inflation-Related Pay Award is normally awarded annually in April.

### Annual Leave

35 days pro rata per annum (including 10 public holidays) rising to 38 days after completion of three years' service.

### Pension

Link is required by law to automatically enrol eligible employees to its pension scheme. Full information about this will be provided as part of the new employee induction process.

### Travel

(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. (b) If you only use a monthly bus pass for business purposes you may be able to claim the full cost.

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.

### On-Call

Where an on-call rota is in place, 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 nonconviction 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>