

JOB DESCRIPTION

JOB TITLE: HoME PROJECT WORKER
SERVICE: EMPLOYABILITY SERVICES
LOCATION: FALKIRK

PURPOSE OF THE JOB

The purpose of the job is to support Link tenants who have complex needs to maintain their tenancies through opportunities to enhance their independent living skills. You will offer specialist support, working closely with housing officers as well as staff teams within LinkLiving.

You will be responsible for supporting tenants by providing high quality support both on a 1:1 and groupwork basis. The level and content of the support you will provide will be tailored to meet the needs of each individual.

This postholder will ensure that support is provided to tenants which aims to equip them with the skills to manage their tenancy, engage with their wider community and take up learning and employment opportunities, where appropriate. The HoME Project Worker will build effective relationships with other agencies and services that will be useful to tenants, and actively promote LinkLiving's services.

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 TASKS

- Provide one to one intensive support to clients with complex needs as a lone worker (Chaotic lifestyles; hoarding; mental health issues etc)
- Develop positive, collaborative relationships with housing officers to achieve shared goals for tenants to increase tenancy sustainment
- Monitor the day to day running of the project
- Use of monitoring tools to record individuals' progress and sustainment of tenancy
- Deliver Independent Living Skills training to tenants based on their individual needs, aspirations and expectations and to housing staff to help them to deliver more tailored housing management services to those who need it
- Develop partnerships with other agencies and training providers to identify, develop and progress client opportunities
- Collect and analyse data to monitor and evaluate the quality of service delivered against agreed criteria and in conjunction with the service outcomes using outcome tools
- Liaise with, promote and develop the service with other agencies.
- Monitor individuals records and progression to ensure they are maintained and updated
- Contribute to practice and policy development ensuring they are grounded in the organisation's strategy and values.
- Active involvement in own learning and development keeping up to date with current thinking in employability and applying this in the development of innovative practice.

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- Represent LinkLiving in a professional manner at all times and ensure that an efficient and courteous service is provided.

RELATIONSHIPS

- Employability Services team
- Link Housing team
- Tenants
- Colleagues, including LinkLiving staff, and Link Group business partners
- Local Authorities
- Partner Agencies

ACCOUNTABILITY

This post is accountable to the Employability Development 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)	√	
KNOWLEDGE / EXPERIENCE & SKILLS		
Experience of co-ordinating training courses.	√	
Experience of supporting people to develop independent living skills	√	
Ability and understanding of how to work with people who have complex needs	√	
Experience of supporting clients with complex issues	√	
Knowledge and understanding the of skills needed for independent living	√	
knowledge of the agencies set up to support people to live independently	√	
Effective communication skills including excellent written, oral and IT skills	√	
Experience of developing and delivering training programmes	√	
Knowledge of the use of evaluation methods to ensure training is effective	√	
Non judgemental attitude and willingness to embrace diversity	√	
Ability to adapt to new environments	√	
Ability to work openly and honestly within a team setting	√	
Ability to prioritise and plan own and other members of the team work load	√	
Ability to create relationships/partnerships with other voluntary and statutory agencies	√	
GENERAL / OTHER		
Ability to drive and able to travel between services as required	√	

COMPETENCY MANAGEMENT FRAMEWORK	ALL ESSENTIAL AND WILL BE ASSESSED AT INTERVIEW
<p>COMMUNICATION: 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>CUSTOMER CENTRED APPROACH: Puts the person at the heart of the service and is able to understand both internal and external customers and service users' needs. Takes personal responsibility for securing the satisfaction and well being of customers and service users. Encourages and maintains open, positive relationships with a wide range of people. Listens and communicates assertively to ensure mutual understanding.</p>	
<p>INNOVATION: 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>LEADERSHIP: 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>PERSONAL EFFECTIVENESS: 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 and prioritise depending on the other persons approach.</p>	
<p>PROBLEM SOLVING AND REASONING: 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. Willingness to participate and contribute effectively to the team effort. Will put own interests aside when appropriate to meet the needs of the team.</p>	
<p>INFORMATION SYSTEMS: A functional understanding of Link's core information communication technology – including Microsoft Office and Filestream systems. 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>WORKING TOGETHER: 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>	

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

20 hours per week. Flexibility required to meet service needs. Fixed-Term for 1 year.

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.

Project Worker Salary Range: £21,084 – 24,859 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

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>