



Job Profile

Job Details

Job Title	Support Assistant	Section	DC Hostel
Division	DC Hostel	Report to	Deputy Manager
Grade	Spot	Date completed	April 2019

Job summary

Dunedin Canmore is committed to service excellence and believes that through developing effective communication and trusting relationships with the people we work for, we can draw on life experiences to co-create individualised personalised services.

You will work within the principles of the Wheatley Group strategy and vision regarding supporting the people we work for to influence direction and development of Barony Care.

As a Support Assistant you will be expected to work with specific individual(s) to build a strong relationship based on trust and reliability, to support the person to live as independently as possible in the way they choose to, keeping them safe and promoting their health and wellness.

Your focus is to ensure that the things that are important to the people we work for are achieved while adopting a risk enablement, empowering approach.

You will work as part of a team providing direct support to the people we work for; have a sound awareness of your role and display effective communication skills.

As a Support Assistant you are expected to carry out your duties in line with the Organisation's Core Values and your terms and conditions of employment, while presenting in a way that is in line with the Codes of Practice laid out by the Scottish Social Services Council (SSSC).

Responsible for ensuring the security and safety of the service users, staff and building. Providing basic support and crisis intervention. Also focusing on the provision of a safe and clean working and living environment for service users and staff.

Behaviours & Competencies

Our Organisational Competencies

- Think Excellence
- Think Relate
- Think Collaborate
- Think Professionally
- Think Innovate

We want our Support Assistant to be able to demonstrate the following behaviours and competencies:

- Commitment to maintaining high standards of customer service
- Ability to demonstrate a positive approach towards the provision of support services for vulnerable adults with multiple support needs
- Good verbal and written communication skills, with an ability to adapt your communication style to fit the preferences of service users
- Ability to recognise issues around confidentiality, boundaries and disclosure

- Ability to respond appropriately to incidents and challenging behaviour
- Able to demonstrate a commitment to developing, maintaining and improving high standards of customer service and service users' involvement
- Ability to work collaboratively with others to achieve the outcomes of the service users you support
- Non-judgmental and non-discriminatory in your approach to work
- Confident and resilient, with a positive attitude towards the work you undertake
- Trustworthy and reliable
- Ability to make good professional judgments, with a solution-focused outlook
- Highly motivated and dedicated to the values of Dunedin Canmore and Wheatley Group
- Ability to use own initiative and take responsibility for own work load
- Commitment to personal continuous professional development
- Ability to manage working a four nights on / four nights off shift pattern

Person Specification

Experience

Essential

- Experience of paid or voluntary work at a similar level or can demonstrate ability to work at this level
- Experience of developing positive working relationships with service users and colleagues
- Experience of report writing
- Demonstrable computer literacy (Word / Excel / Camino / ECCO) or willingness to be trained to use relevant software
- Experience of working as part of a team

Desirable

- Experience of liaising and networking with statutory and voluntary agencies
- Knowledge of the current issues in the following areas: alcohol, drugs, mental health, resettlement
- Demonstrable understanding of the causes and effects of homelessness

Qualifications

Essential

- Professional qualification (or willingness to work towards) in housing support, social care or appropriate allied discipline as required by SSSC
- This post requires a PVG check as the post holder undertakes regulated work with vulnerable adults

Job Outputs

Role output	Includes the requirement to
Provide housing and support service to service users	<ul style="list-style-type: none">• Take responsibility for all decision making and risk assessment relating to service users in order to ensure a safe and secure environment for all service users, staff and visitors• Provide basic advice, assistance and support to service users during the night to ensure the provision of a 24 hour service• Deal with any incidents involving service users and contact appropriate third parties when required to ensure the safety and well-being of both service users and staff• Make decisions based on hostel policy and procedures; contact duty manager should guidance be required in the event of a serious incident• To encourage service user involvement• Participate in handover meetings with day shift staff to ensure awareness of any issues regarding service users• Help service users understand and comply with the requirements of their individual Occupancy Agreement, including a need to claim benefits and pay rent and service charge
Accurate recording of information	<ul style="list-style-type: none">• Manage and record all financial expenditure and income relating to service• Accurately and timeously record activity regarding service users to ensure that records are accurate and up to date• Assist in maintaining the administrative and clerical systems related to the Hostel's Operations function, including stock management.• Enter relevant data on to the ECCO database in order to meet reporting and commissioning requirements as required

<p>Safety, security and compliance with professional, regulatory, statutory and corporate requirements</p>	<ul style="list-style-type: none"> • Implement all necessary measures to ensure the safety and security of staff and service users, identifying and reporting risks as appropriate in order to provide a safe environment. This will include: <ul style="list-style-type: none"> ○ regular security checks ○ Admission / non admission of service users and visitors ○ control of movement within the building ○ operation and monitoring of CCTV • Hold awareness of current Health and Safety Policy and promote, comply and take responsibility for own safety and others who may be affected by own acts or omissions at work • Adhere to the spirit and requirements of the Group's Equalities and Diversity Policy and Strategy plan • Adhere to the spirit and requirements of the Group's Customer Service Standards. • Work in accordance with Scottish Social Services Council Codes of Practice and National Care Standards Guidelines • Comply with and implement all Wheatley Group policies and procedures • Act ethically and with integrity
<p>Additional tasks</p>	<ul style="list-style-type: none"> • Identify, record and report faults to the out of hours maintenance service if required • Monitor, record and re-stock first aid boxes throughout the building • Clean communal areas within the hostel including the office and ground floor in order to maintain standards of cleanliness and hygiene • Carry out any other tasks relevant to the post as directed by the Deputy Managers, Service Manager and Director
<p>Achievement of agreed targets for the Team</p>	<ul style="list-style-type: none"> • As agreed through the My Contribution process
Interdependencies	
<ul style="list-style-type: none"> • Homelessness Services Manager • Deputy Managers • Project Workers • Service Users 	