**JOB DESCRIPTION**

**Job Title:** Support Assistant

**Contract:** Full Time, Permanent

**Grade:** 1

**Location:** 55 Albany Street, Edinburgh, EH1 3QY, with travel across East Lothian & Edinburgh.

**Salary:** £17,780 - £21,130

**Mission Statement**

Rock Trust aims to prevent youth homelessness and to support young people to build better futures.

**Context**

To ensure the delivery of high-quality support services within the Housing Support Services as dictated by Rock Trust’s policies.

The primary tasks allocated to this post are related to the development of independent living skills of homeless and vulnerable young people, through the delivery of practical support. There is also a shared responsibility for promoting co-operation and efficiency throughout the organisation.

**Reporting to**

Service Manager – Edinburgh and East (through designated Line Manager)

**Specific Responsibilities**

**SERVICE DELIVERY**

* Provide practical, personal/emotional and social support to young people - as allocated by the project team.
* Assist Project Workers and service users to plan and progress suitable move on accommodation options.
* Assist service users to set up and maintain their tenancies (including help with decoration, furnishing, cleaning, arranging repairs and maintenance etc.).
* To advocate, where appropriate, on behalf of the service users in dealings with all relevant external agencies.
* Work with service users to help access external supports/agencies/resources as identified in their support plans
* Prepare properties for re-let and assist in moving new tenants into available places.
* To ensure that a record of support work is maintained and is available to the project team for inclusion in returns for funders, regulators or other relevant parties
* To contribute to achieving the agreed standards of service and targets reflecting the aims and objectives of the Trust, service level agreements or guidelines provided by statutory and regulatory authorities.
* To ensure a thorough awareness, application and adherence of organisational policy and to contribute to the adoption and promotion of good practice, these being reviewed on a regular basis.
* Other duties as directed from time to time by the project management team, or the Chief Executive.

**STAFF SUPPORT**

* To receive and participate in regular support and supervision sessions with the stated line manager. This will include involvement in an annual appraisal.
* To participate in all appropriate team and staff meetings to ensure adequate levels of information are exchanged and appropriate issues discussed.
* To support, encourage and assist other team members and volunteers in achieving the objectives of the Trust and the provision and development of supported accommodation services.

**RESOURCE MANAGEMENT**

* To ensure that all necessary unit repairs, and tasks involved in attaining health and safety requirements, are dealt with as quickly and efficiently as possible.
* To prepare void accommodation for re-let (including light cleaning duties, decoration, minor repairs and purchasing of furnishings and fittings)
* To manage effectively a petty cash float (ensuring good value and appropriate recording of purchases).

**SERVICE DEVELOPMENT**

* Participate in the gathering and processing of relevant statistical information to evaluate the effectiveness of the service and the demands being made of it.
* To participate fully in regular reviews of the services provided and suggest actions that will enhance existing services or may lead to the development of new initiatives.
* To contribute to the preparation of reports and written information as required by the Board or Advisory Groups as agreed with the Chief Executive.

**COMMUNICATION**

* To develop and sustain links with individuals, groups, agencies and professional bodies in the statutory and voluntary sectors and to actively promote the Trust’s services.
* To contribute and assist in the preparation of material for the range of publicity material produced by Rock Trust as required.
* To participate in promoting Rock Trust to the public to create enhanced awareness and informed opinions as agreed with the Chief Executive.

**PROFESSIONAL & PERSONAL DEVELOPMENT**

* The Support Assistant is expected to maintain an up to date knowledge of all relevant legislation, policies and good practice within the field of youth homelessness and Community Care.
* It is Rock Trust’s desire to encourage and enable the personal development of members of staff and to that end will support staff in line with the requirements of the job and the responsibilities of Rock Trust.

**Person Specification**

**REQUIREMENTS ESSENTIAL /**

**DESIRABLE**

**1. QUALIFICATIONS/EDUCATION/KNOWLEDGE**

|  |  |
| --- | --- |
| Appropriate qualification suitable for registration with the SSSC as  Worker in housing support service | Desirable |
| Knowledge of Basic Welfare Rights, Life-skills, Homelessness | Desirable |

**2. MANAGEMENT**

|  |  |
| --- | --- |
| Managing volunteers | Desirable |

**3. EXPERIENCE**

|  |  |
| --- | --- |
| Direct work with young socially excluded people | Desirable |
| Advocacy work on behalf of young people | Desirable |
| Assisting with benefit claims | Desirable |
| Working with volunteers | Desirable |
| Risk Assessment | Desirable |

**4. ABILITIES - BOTH APTITUDES AND SKILLS**

|  |  |
| --- | --- |
| Managing volunteers | Desirable |
| Good Communicator - verbal and written | Essential |
| Ability to work on own, and to use initiative | Essential |
| Ability to work as part of a small team | Essential |
| Ability/willingness to learn new skills | Essential |
| Professional in attitude, behaviour and practice | Essential |
| Ability to enable personal growth in young people | Essential |
| Ability to teach practical and domestic skills to young people | Essential |
| Problem assessment and problem-solving skills | Desirable |

**5. PERSONAL QUALITIES - CHARACTERISTICS, STYLE, INTERESTS, AND ATTITUDES**

|  |  |
| --- | --- |
| Enthusiasm | Essential |
| Able to interact positively with colleagues, volunteers, young people | Essential |
| Flexibility and adaptability | Essential |
| Willingness to prioritise the needs of young people | Essential |
| Non-judgemental in attitude | Essential |
| Patience and tolerance | Essential |

**6. CIRCUMSTANCES**

|  |  |
| --- | --- |
| Willingness and ability to work unsocial hours | Essential |
| Ability to work with stressful situations | Essential |

**7. GENERAL**

|  |  |
| --- | --- |
| Drivers licence and access to a car | Desirable |