



Job Description

Relief Support Worker

JOB TITLE: Relief Worker
REPORTS TO: Service Leader
BASED: Perthshire
SALARY: £9.39 per hour

CLOSING DATE: 5th November 2020

INTERVIEW DATE: TBC

Introduction

People are at the heart of who we are and what we do. Day-by-day, person-to-person, we tailor what we offer to what people need. We're here to provide consistent, friendly and informed support so that people can explore options and take 'the next step' towards a positive future. We welcome people with a wide range of skills and experiences to our team – including those who have lived through homelessness. To make a difference we need to work flexibly, with everyday-leadership, humour and a 'can do' spirit. We want to **make it easy, make it right, and make it happen** – not only for the people we support, but also for each other. Our #OneTeam ethos is core to who we are, and it means caring for and supporting each other regardless of our role, service or location. We want people who share these values to join us and become a part of the Simon Community Scotland family.

Job Summary

- To help provide person-centered support to people who use the service.
- To contribute to helping people achieve the goals identified in their support plans.
- To help maintain accurate records and case notes.
- To ensure that services comply with standards set by SCS and meet the contractual and/or regulatory requirements of relevant external agencies.
- To contribute as an effective team member to the development of the activities of the service.
- To attend and contribute effectively to meetings as required.
- To ensure own practice complies with all SCS policies & procedures, with particular reference to HR, health & safety, equalities & diversity and confidentiality.
- To abide by the SSSC Code of Conduct and National Care Standards in all work undertaken.
- To be aware of and adhere to necessary standards in relation to the service's agreed objectives and contractual requirements.
- To develop and promote effective communications, excellence in customer service and a proactive approach to best practice.
- To keep abreast of developments within the field and undertake relevant training and learning development as necessary.
- To contribute positively to the activities of the service and play an effective role in achieving the aims and objectives of the service.
- To use your own initiative to manage workloads and meet deadlines.
- To carry out any other duties appropriate to the position as required and / or at the discretion of the Service Leader.

You will report to our Service Leader and work in harmony with the Perth team, and will look outwardly to develop your practice area in partnership with the Perth and Kinross Council, Turning Point Scotland and CATH and other partner agencies.

Values and Responsibilities

Your key responsibilities in this post are as follows:

Warmth and Regard

- Recognising and valuing everyone (Equality and Diversity)
- Treating people with kindness, dignity and respect
- Acting with compassion
- Showing warmth and welcome to everyone
- Taking difficult decisions sensitively and with due regard to others
- Taking a calm, professional and intelligent approach to stigma

Inclusion and Participation

- Encouraging the participation and inclusion of people we support
- Exploring choices and options with people we support or fellow colleagues
- Making things easy for others
- Embracing technology in delivering your role*
- Supporting clients, staff and volunteers to become digitally included*

Personalised and Creative

- Innovation and creativity
- Helping to find solutions that are a good fit for someone, irrespective of who they are or the problem they have
- When someone isn't at their best, quickly recognising there's probably something else going on, and finding ways to respond with care

Supportive and Ambitious

- Helping to bring hope through our words and actions
- Helping to build trust
- Being supportive and showing care

Partnership and Collaboration

- Fostering positive relationships with our partners
- Building team togetherness and collaboration
- Fostering a positive problem-solving vibe

Leadership and Learning

- Making things happen
- Motivating and inspiring others
- Taking time to reflect on what's working and what isn't
- Taking care of our 'places and spaces' so they feel tidy and welcoming
- Asking for help and learning to do things better
- Playing an active role in our social media strategy*

*These **core digital responsibilities** are part of every role at the Simon Community.

- **Digital inclusion is embedded as part of our service delivery.** Some of the people we support have little experience and knowledge of the internet and using email. If you are in a frontline role, you will be expected to help them connect, understand and be safe, and promote digital inclusion for people unable to access the benefits of the online world. As a team member, you are also expected to be an 'active learner' yourself and support colleagues' digital learning (e.g. sharing tips or advice on using our systems), so that we all get better at using digital tools.
- **Our digital platform is a key part of our working environment.** Our operating platform is **GSuite**, a cloud based system that will allow you to share files, collaborate, communicate, meet and access the organisation remotely. We will provide you with a Chromebook and android smartphone to do this. Our **Management Information System (MIS)** is Netsuite. You will be trained in using Netsuite and its application. We have a **team intranet** – the IMPACT Platform – for updates, resources and 'all things Simon'.
- **Sharing our work publically helps to change society's misconceptions about homelessness and generate support.** We use various forms of social media to inform, communicate, gather support and share what we do including websites, youtube, Twitter, Facebook and Instagram. We expect everyone to share what we do through various media outlets – e.g. helping to create blogs, videos, social media posts, information pieces and news items. This helps people understand what we do better understand homelessness. This helps grow public empathy for people we support. We also get a huge amount of support from people and organisations so we want to share what we do as a result of that support.

Person Specification

Job Title: Relief Worker

Essential

- Values consistent with those of Simon Community Scotland
- Demonstrable commitment to service user participation
- Able to help manage and resolve conflict
- Strong communication skills
- Good digital skills
- Able to work under pressure
- Flexible, creative approach
- Ability to establish and sustain trust and confidence with colleagues, people we support and the general public promoting and representing the Simon Community positively and professionally at all levels
- To work effectively within a team; promoting and contributing to effective communication; working effectively in partnership with other professionals, and demonstrate a commitment to the ongoing delivery of effective and appropriate service administration
- Knowledge of or desire to learn and understand issues faced by people who use services
- Understanding of or willingness to learn the regulatory requirements including SCSWIS and SSSC Codes of Practice
- Knowledge of or willingness to learn best practice in the provision of direct support services

Desirable

- Experience of service delivery within a social care setting
- Experience of service delivery within a homelessness setting
- Knowledge of homelessness and current and future issues affecting the sector
- Knowledge of homelessness legislation
- Knowledge and understanding of DWP and benefits systems