



SUPPORT WORKER (HOUSING FIRST)

JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE	Support Worker (Housing First)
LOCATION	Falkirk Council Housing Offices
NUMBER OF HOURS	35hrs per week
HOURS OF WORK	Monday to Friday from 9:00am until 4:30pm
CONTRACT TYPE	Fixed Term for Two Years
SALARY	£20,164 - £20,970
REPORTS TO	Service Manager

ROLE PROFILE

Transform Forth Valley is a charity providing a wide range of services to support individuals and families who are impacted by substance misuse and/or societal, financial or health inequalities. Transform Forth Valley responds to identified need in the Forth Valley, and in partnership, support individuals and families to tackle inequalities that diminish life chances. Transform Forth Valley considers the whole person, building a firm foundation from which an individual or family can achieve positive and lasting change. Transform Forth Valley's mission statement is: 'Transform Forth Valley is dedicated to empowering individuals and families to live a more fulfilled life. We work with partners to actively challenge inequalities and to achieve sustainable change.

Transform Forth Valley is offering this post in conjunction with Falkirk's Housing First Service which is a test of change and will initially be targeting single people who are rough sleeping, homeless or at imminent risk of rough sleeping; they may present as challenging and difficult, and are likely to have multiple and complex needs which make finding, securing and maintaining accommodation impossible or extremely difficult.

The Housing First Support Worker will work alongside the Project Worker acting as the key worker for a small group of Housing First tenants providing a co-ordinated approach to support service users that have had multiple exclusions to sustain their housing first tenancy. The Support Worker will assist the service user with their person-centred care plan to address and resolve issues that have contributed to their chaotic lifestyles.

Staff will work to engage service users who have a history of disengaging from services, using a variety of techniques and approaches to build a relationship and develop a person-centred support plan. Staff will meet the service users' needs first in supporting them to reach their identified goals, make informed decisions, and achieve a greater level of stability and independence. All staff will work alongside multi-disciplinary partner agencies who will be there to provide additional advice and support to service users as agreed in their person-centred support plan.

Housing First is underpinned by five core principles:

- 1) Immediate access to housing with no "readiness preconditions"
- 2) Consumer choice and self-determination
- 3) Recovery orientation
- 4) Individualised and person-driven supports
- 5) Social and community integration.



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MAIN RESPONSIBILITIES

WORKING WITH SERVICE USERS

- Ensure that holistic and person-centred support underpins all aspects of work
- Be responsible for following the assessment and care plan
- Ensure that all care plans, notes, records, reviews, and discharge plans are kept up-to-date and stored securely in accordance with information governance tools. This includes entering data into relevant systems
- Act as a service contact person for designated professionals ensuring that they are prioritised accordingly
- Carry a caseload and ensure continuity-of-care for service users through effective working and liaison with partnership agencies (e.g. Social Work, Housing Services)
- Support people throughout their re-integration within the local and wider community following period(s) of residential/in-patient care
- Housing management tasks including reporting repairs, health and safety checks, risk assessments and liaising with social landlords
- To identify barriers of accommodation and managing tenancies and to provide support including practical help with furniture, benefits advice, budgeting, neighbour relations and liaising with landlords
- Where appropriate work to support shared care arrangements for service users
- Assist the Project Worker with relevant information so they can participate in multi-disciplinary meetings
- Ensure completion of the relevant documentation and data gathering systems
- Make referral to relevant treatment services based on the needs of the service user and ensure the uptake of treatment by ensuring transitions of care i.e. arranging 3-way care transfer meetings and assisting to appointment's as necessary
- Contribute to the development of SIP by providing advice and information to partners on all areas related to operational matters
- To understand, act upon and comply with the need to protect children and vulnerable adults through your knowledge, actions and adherence to the relevant principles, policies and procedures in respect of the multi-agency Forth Valley Child Protection (CP) and Adult Support and Protection (ASP) protocols

PARTNERSHIP WORKING

- Liaise and maintain effective links and work in collaboration with a range of agencies/partners/organisations for the purpose of joint working with and effective outcomes for service users, including gathering information for robust assessment. Attend and participate in multi-disciplinary meetings, deliver presentations and training as required
- Develop close links and working relationships with community services (across the Forth Valley area in order to ensure communication, joint working and information sharing for the effective continuity of care for services users



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- Work closely with all substance misuse services to ensure appropriate joint delivery of the Integrated Care Pathway (ICP)
- Contribute to the development of services by providing advice and information to partners on all areas related to operational matters
- Attend and participate in meetings e.g. Transform Forth Valley Meetings, Housing Services Meetings, Multi-agency Public Protection Arrangements (MAPPA), GIRFEC, Child Protection and Adult Support Protection to create working conditions conducive to providing better and fairer services to service users, their families and the wider community
- Liaise and work in partnership with key stakeholders such as the police, housing, local authority workers, treatment services and other agencies to the benefit of your client group and advocating where necessary

ADMINISTRATION

- Complete reports to a high standard, maintaining accurate and up to date records of service user progress within specified time requirements
- Maintaining accurate and up to date records, reports, data, case files and Recovery Plans that conform to appropriate protocols, National Quality Principles and Audit Standards, contract requirements and Service Level Agreements
- Ensure all paperwork meets a high standard, maintaining accurate and up to date record of client contacts within the specified time requirements as determined by the service
- Access and accurately record on Falkirk Council's Housing Services System, as deemed appropriate
- Collect and input accurate data to local and national datasets in such a way that it contributes to a 100% compliance rate (quality and completeness) to funding bodies
- Ensure confidentiality and data protection is maintained in accordance with the requirement of the Information Commissioners Office (ICO), Information Governance, contractual requirements, and the General Data Protection Regulations, 2018
- To keep informed of evidenced based practice relevant to the provision of our services

GENERAL PRACTICE

- To maintain a knowledge and understanding of and comply with Transform Forth Valley Policies and Procedures, Integrated Clinical Governance (ICG) approved guidelines, protocols etc., Scottish Social Services Council (SSSC) codes of practice and Health and Safety at Work
- To maintain close contact with all Transform Forth Valley Services, Substance Misuse Services, Social Work Departments and Housing Services for continuity of care and sharing good practice
- To comply with the principles of Forth Valley Integrated Clinical Governance and Falkirk Council and to discharge the duties of your role in a way that is compliant with its expectations in respect of:



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- Education and Training
- Clinical Audit
- Clinical Effectiveness
- Research and Development
- Openness
- Risk Management
- Management

- To be aware of and committed to the Health and Safety policies and procedures of Transform Forth Valley and Falkirk Council. Follow actions from Health and Safety Risk Assessments and Safe Systems of Work
- To be committed to the principles of Equal Opportunities and Diversity, and to work effectively with the service users from a diverse range of backgrounds, understanding and respecting the impact of difference and diversity upon their lives
- To undertake any other duties as may reasonably be requested by Transform Forth Valley
- Be able to travel throughout Forth Valley for the purposes of service delivery, meetings, and training

PERFORMANCE MANAGEMENT

The Service Manager, as your Line Manager, will monitor and supervise your work through various means and will be your direct line of reporting and contact with regards to any matter(s) arising from your work.

- To actively participate in supervision, training, and appraisals, in accordance with the Performance Management Policy
- To undertake the appropriate personal development plan (PDP)

COMMUNICATION

- As an employee of Transform Forth Valley, conducting all work in a professional manner
- Consistently demonstrating good communication and interpersonal skills with regard to interactions and engagements with others e.g. Service Users, their families, members of the public, colleagues, and partner agencies
- Using a range of people skills in order, to identify, build, or enhance relationships with Service Users, families, and the wider community



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PVG / DISCLOSURE INFORMATION

Transform Forth Valley complies fully with the Disclosure Scotland Code of Practice, issued by Scottish Ministers, in connection with the use of information provided to registered persons and other recipients of information by Disclosure Scotland under Part V of the Police Act 1997, or the Protection of Vulnerable Groups (Scotland) Act 2007 for the purposes of assessing applicants' suitability for positions of trust. Therefore, Transform Forth Valley has determined that this post is classed as undertaking restricted work with children and protected adults that must be covered by the successful candidate having undertaken a satisfactory - **PVG Scheme Record for Restricted Work with Children and Protected Adults.**

PERSON SPECIFICATION

Applicants will be measured against the following person specification

QUALIFICATIONS AND TRAINING	Qualifications as listed by SSSC as appropriate for a Support Worker in a Housing Support Service: SSSC Qualifications for a Support Worker in a Housing Support Service <ul style="list-style-type: none"> • HNC Social Services • Any practice qualification in the supervisor category • SVQ Social Services and Healthcare SCQF Level 6 	Essential
	SSSC – Scottish Social Services Council Membership All employees joining are required to be members of the SSSC within the first six months of employment (<i>extended to 12 months due to COVID-19</i>)	Essential
	A qualification in child or adult services	Desirable
WORK EXPERIENCE	Experience of working within the care field	Essential
	Experience of working in a team	Essential
	Experience of working with vulnerable individuals or families	Essential
	Experience of partnership working	Essential
	Experience of working with families and carers	Desirable
	Experience of joint working	Desirable
KNOWLEDGE, SKILLS AND ABILITIES	Knowledge of the current Health and Social Care sector in Scotland	Essential
	Knowledge of the key national strategies; in particular, the Scottish Government (2008) 'The Road to Recovery', the Scottish Government (2014) Quality of Alcohol Treatment Services policy and the Scottish Government (2018) 'Rights, Respect and Recovery'	Essential



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	Knowledge and skills to support emotionally demanding clients who are resistant to change	Essential
	Good organisational skills	Essential
	Experience of delivering effective presentations	Essential
	Excellent communication skills - verbal, numerical and written	Essential
	Ability to produce reports and input data accurately	Essential
	Carry out duties in a manner that encourages positive outcomes from a recovery focussed approach	Essential
	Knowledge of working with individuals experiencing poverty or inequality	Desirable
ATTITUDE, MANNER AND DISPOSITION	A positive and approachable demeanour	Essential
	Open approach to partnership working	Essential
	Empathetic	Essential
	Ability to work on own initiative	Essential
	Positive 'can do' attitude	Essential
	Flexible	Essential
	Assertive	Essential
OTHER	Full UK Driving Licence Holder	Essential
	Access to a Roadworthy Vehicle with Business Car Insurance	Essential