



SENIOR PROJECT WORKER (TIIO PROJECT)

JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE	Senior Project Worker (Tackling Inequalities and Improving Outcomes Project)
LOCATION	The post-holder will be required to work from a number of operational sites across the Falkirk Council local authority areas
NUMBER OF HOURS	35hrs per week
HOURS OF WORK	Monday to Friday from 9:00am until 4:30pm
CONTRACT TYPE	Fixed Term until March 2022
SALARY	£25,830 - £27,163
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 partnership with Justice Services. The Tackling Inequalities and Improving Outcomes (TIIO) Project works with individuals aged 16+ years who reside within the Falkirk Council area and who are either on a current statutory order with Falkirk Criminal Justice Service such as a Community Payback Order or a Structured Deferred Sentence, subject to post-release supervision licences such as Parole / non-parole licence or referred via the CJS Diversion from Prosecution Scheme. Engagement with TIIO is voluntary.

The TIIO Project is not a self-referral service; the target population are identified via Courts, Procurator Fiscal, and Falkirk Justice Service. The intensity of intervention and support offered by the TIIO Project is based on individual complexity and assessed level of risk.

Individuals subject to involvement in the Justice System tend to present with complex needs such as substance misuse, poor mental and physical health, homelessness, unemployment, disengaged from their families, are labelled by society as 'offenders', marginalised and often excluded from their own communities. As a consequence of their lifestyle and circumstances these individuals present with significant barriers, for example they are often hard-to-engage, have a distrust of authority and services, and may have had statutory social work involvement in their lives from a young age.



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AIM OF THE TIIO PROJECT

The Tackling Inequalities & Improving Outcomes (TIIO) Project aims to reduce health inequalities and improve the health and wellbeing of people in the justice system by identifying and addressing the health-related factors that impede their access to, and ability to engage in, volunteering, training, further learning and employment. Almost every health problem, social issue and economic disadvantage is over-represented in the people who make up the justice cohort. This Project aims to positively target those with a history of offending to afford them an opportunity for support whereby we will actively work with them in order to address the identified health inequalities and therefore improve their health and wellbeing outcomes. The project is a partnership between Transform Forth Valley and Justice Services.

The focus of the service is on a 'whole person response' which encompasses a wide ranging and coordinated effort to deliver effective and responsive care, to address both the cause and effect of the issues experienced. The TIIO Project model brings multi-disciplinary agencies and/or services together to work in partnership to support individuals who are currently involved with Falkirk Council Justice Service, systematically eradicating the inefficiency of services working in isolation.

OBJECTIVES OF THE TIIO PROJECT

The key focus of the project is helping individuals to:

- Connect to their communities and feel less socially restricted and isolated
- Optimise their levels of physical and emotional health & well-being
- Achieve economic well-being - ensuring that people's income is maximised, debts are managed and where appropriate, the applicable welfare benefits are applied for and/or accessed
- Access a wide range of opportunities to support their non-offending behaviour, community re-integration and inclusion which include, but are not exclusively limited to, adult literacy, lifelong learning, mentoring, advocacy, employment and volunteering, social and leisure, healthy living support including local opportunities to get healthier and make better lifestyle choices regarding food, smoking, alcohol and harm minimisation
- Engage in substance misuse services
- Be supported to be independent and manage their long-term conditions
- Have increased social skills; and
- Better supported to manage their recovery

OUTCOMES OF THE TIIO PROJECT

Through the support of the Health & Social Care Partnership the TIIO Project in partnership with Community Justice and other health & social care partners will:

- Help ensure the appropriate use of community and inpatient mental health care
- Increase numbers of people accessing support including information, advice, and referral
- Where appropriate, increase access to early intervention services and supports



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- Improve their skills, abilities, and knowledge with respect to managing their tenancies
- Ensure those they are engaging with are supported to achieve improved emotional wellbeing
- Contribute to reducing stigma and discrimination throughout Falkirk
- Support co-working and collaboration between primary care services, health and social care to meet the totality of individual, family and needs and, where appropriate, prevent the need for higher tiered intervention; and
- Increase levels and models of mutual/peer, community and/or general support

TIIO PROJECT STAFF

TIIO Project staff use a person-centred approach and tailor support and interventions to meet each individual's needs which is more likely to lead to sustainable change as the foundations are put in place for the future. Throughout engagement with the service advocacy support is provided to give Service Users a voice, enable them to express their views and make their own contributions and decisions. This is an invaluable service by providing support to individuals, including accompanying them to a wide range of appointments, to address their basic needs, health, and wellbeing. This invaluable support in turn enables social workers to fully focus their time and skills on addressing the individual's risks and offending behaviours. The co-located multi-disciplinary approach provided by the TIIO Project (Transform Forth Valley - Social Inclusion Project) and Justice Services is essential in providing holistic risk/needs led intervention package to complex, hard-to-engage individuals within the justice system to support them and break down the barriers that are preventing them from re-engaging with their families and communities.

MAIN RESPONSIBILITIES

SENIOR RESPONSIBILITIES

- Have a supervisory role for the Transform Forth Valley Project/Support Workers within the Social Inclusion and TIIO Projects
- Ensure paperwork and statistics are completed by all workers in a timely manner
- Assist the administrator in weekly tasks as appropriate
- Collate statistics to assist the Service Manager
- Be a point of contact for Project/Support Workers and partner agencies as appropriate
- Allocation of new referrals to Project/Support Workers

WORKING WITH SERVICE USERS

- Ensure that holistic and person-centred support underpins all aspects of work
- Be responsible for the assessment, planning, implementation, and evaluation of programmes of support
- Receive referrals and pro-actively contact the service users in their own environment or in the most appropriate location for contact with them (e.g. Hospital Ward, A&E, Police Custody, Home, Homeless Hostel)



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- Ensure that all assessments, 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 the 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)
- Support people throughout their re-integration within the local and wider community following period(s) of residential/in-patient care
- Where appropriate work to support shared care arrangements for service users
- Co-ordinate and participate in multi-disciplinary meetings in respect of service assessment(s) and individual support plans
- 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
- 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
- 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



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ADMINISTRATION

- Complete reports to a high standard, maintaining accurate and up to date records of service user progress within specified time requirements
- Maintain 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, Health and Safety at Work and the Care Inspectorate
- 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:
 - 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



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- 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)

The Senior Project Worker will have a responsibility to contribute to the overall performance of the TIIO Project to ensure that contractual outputs and targets are achieved. There is a responsibility for the post-holder to demonstrate a commitment to continuous improvements in service delivery for the benefit of the service user, the Project, and the partners.

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

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.**



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PERSON SPECIFICATION

Applicants will be measured against the following person specification

QUALIFICATIONS AND TRAINING	An SVQ3 and HNC is required, or as a minimum a HNC or equivalent, plus a willingness to work towards an SVQ3 in care	Essential
	Evidence of continuous professional development in relation to caring and support work	Essential
	Already registered with the SSSC or have the qualifications and skills required to get registered upon offer of employment	Essential
	A qualification in criminal justice, child protection or healthcare	Desirable
	Diploma/Certificate in Drug & Alcohol Studies where appropriate	Desirable

WORK EXPERIENCE	At least three years' experience of working in an enabling role	Essential
	Experience of caseload management	Essential
	Experience of conducting holistic assessments and care planning of individuals	Essential
	Experience of multi-agency and partnership working and the ability to build and maintain effective stakeholder relationships	Essential
	Experience in contributing to the development and improvement of services	Essential
	Supervisory experience	Desirable
	Evidence of training towards supervisory experience	Desirable
	Experience of working with families and Carers	Desirable
	Experience of child protection joint working	Desirable

KNOWLEDGE, SKILLS AND ABILITIES	Knowledge of service delivery which is compliant with local policies and procedures	Essential
	Knowledge and understanding of welfare, social, educational, and mental health, and wellbeing issues relevant to service users	Essential
	Knowledge and understanding of the issues facing individuals affected by alcohol misuse including impact on family and carers	Essential
	Knowledge and skills to support emotionally demanding clients who are resistant to change	Essential
	Proven ability to co-ordinate support across different organisations	Essential
	Organisational and self-management skills	Essential
	Excellent communication skills - verbal, numerical and written	Essential
	Experience of gathering performance data and maintaining databases and spreadsheets	Essential
	Experience of leading a team	Essential



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	Experience of presenting information i.e. public speaking, presentations, meetings to partner agencies and stakeholders etc	Essential
	Knowledge of the issues faced by children affected by parental substance misuse (CAPSM)	Desirable
	Good knowledge and skills of harm reduction strategies and engaging with harder to reach populations	Desirable
ATTITUDE, MANNER AND DISPOSITION	Positive and engaging approach	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