

**ROLE PROFILE**

**JOB TITLE: INTENSE SUPPORT WORKER**

**LOCATION: KILMARNOCK**

**CONTRACT TYPE: TEMPORARY**

**REPORTING TO: PROJECT MANAGER**

**HOURS PER WEEK: 17.5hrs**

**SALARY SCALE: £20,884 - £21,967 (pro rata)**

**PURPOSE OF THE JOB**

To work in partnership with support delivery for the Housing First project, delivering intensive housing support to people with multiple and/or complex needs accommodated through Housing First. Supporting Housing First tenants in accessing good quality housing advice and information which supports them to meet their individual needs. To liaise with housing management staff to find flexible, creative solutions to any tenancy management challenges that may arise. To assist with the promotion, delivery and integration of the key objectives in relation to the East Ayrshire Community Plan, Shared Commitments, Single Outcome Agreement and Best Value.

**OUR VALUES**

Our values are at the core of everything we do. They influence our strategy, our vision and the behaviours that we expect of our staff. They are:

* Being people focused
* Integrity
* Quality
* Going the extra mile.

**MAIN DUTIES AND RESPONSIBILITIES**

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| 1. | To work in a trauma informed way to provide individual support and case manage a designated number of service users; (initially 5). |
| 2. | To offer advice and practical assistance to enable service users to acquire the skills necessary to sustain interdependent living; |
| 3. | To deliver a flexible response to service users providing crisis intervention as required; |
| 4. | To build a positive and trusting relationship with those who use the service; |
| 5. | To maintain appropriate records for both the delivery and monitoring of the support service and produce regular reports as required. This will involve effective use of and recording on the Better Futures outcome tool; |
| 6. | To develop in conjunction with the service user his/her support plan; |
| 7. | To coordinate agreed actions emanating from the support plan; |
| 8. | To attend and where appropriate facilitate regular meetings including daily/weekly contact and reviews; |
| 9. | To collate and promote a positive community networks to build resilience; |
| 10. | To plan, promote & facilitate group work and activity sessions as required; |
| 11. | To promote service user involvement; |
| 12. | To liaise with and coordinate external agencies as part of the support plan; |
| 13. | To regularly consult with service users on possible developments and/or changes in service delivery; |
| 14. | To devise and operate systems and structures which both promote models of good practice and encourage user comment; |
| 15. | To ensure all users of the service are aware of their rights and are informed of the Association's formal complaints procedure; |
| 16. | To actively participate both in the staff supervision process, meeting regularly and on a planned basis with the Service line Manager; |
| 17. | To participate in the Association's Staff Appraisal system; |
| 18. | To undertake any identified training as part of the professional development plan; |
| 19. | To operate flexible working patterns including anti-social hours; |
| 20. | To undertake any other duties as delegated by the Service Manager. |

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| **PERSON SPECIFICATION – INTENSE SUPPORT WORKER** | | |
| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications / Education | * SVQ Level 3 Social Care | * Qualification in Social/Community Work |
| Knowledge | * Issues experienced by people affected by homelessness * Drug and alcohol awareness * Homelessness and its effects * Levels of vulnerability of client group * Understanding impact of trauma and importance of relationships | * Local area networking * Homelessness legislation |
| Experience | * Lone working * Working with vulnerable people * Working with addiction issues * Working with challenging behaviour * Key working |  |
| Skills / Abilities | * Effective written and verbal communication * Appropriate assertiveness * Ability to work under pressure * Ability to develop and sustain positive and appropriate relationships * Ability to motivate people  Computer literacy | * Planning/organising work loads |
| Personal Qualities | * Personal values consistent with social care * Appropriate deportment / appearance * Flexible, adaptable and reliable * Friendly, calm and personable * Patient, resilient and tolerant * Excellent attendance record * Sense of humour |  |
| Personal Circumstances | Ability to work flexible shift patterns | * Driving License with access to own vehicle |

**TERMS AND CONDITIONS SUMMARY FOR CANDIDATES**

The following terms and conditions are typically offered to Association staff on fixed term and permanent contracts and are set out here for your information only. Terms and conditions may vary according to circumstances and this summary does not form part of any subsequent employment contract.

**Probationary period** 6 months with a review at 3 months.

**Annual leave** 20 days’ annual leave plus 10 public holidays per annum (pro rata for part time staff and those working less than a year)

**Pension** Contributory pension scheme. The Association contributes 3% of gross basic salary and the staff member contributes 5%.

**Life assurance** 3 times basic annual salary payable on death in service.

**Sick pay** Nil pay (other than statutory) for the first 3 months. It then increases to 5 weeks’ full pay and 5 weeks’ half pay between 3 months’ and 1 years’ service; 10 weeks’ full pay and 10 weeks’ half pay between 1 and 3 years’ service; and 26 weeks’ full pay for more than 3 years’ service.

**Employee assistance** Free access to a counselling helpline, as well as face-to-face/online counselling or cognitive behavioural therapy sessions.