



Job Description

Support Worker

JOB TITLE:	Support Worker 2
REPORTS TO:	Service Leader
BASED:	Holyrood Hub
SALARY:	£18,810 - £21,677 (FTE based on a 37.5hr week)
HOURS:	Working on a rota basis including evening and weekend working
CLOSING DATE:	19th April 2021
INTERVIEW DATE:	26 & 27 April 2021

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. This is how we roll. We want people who share these values to join us and become a part of the Simon Community Scotland family.

The Holyrood Support Hub offers a range of services for people who are rough sleeping and facing other forms of homelessness. Crucial to its operation are our Support Workers and the trusting relationships they build through providing trauma informed care so that we can help people resolve their homelessness and find a better future.

Job Summary

Support Workers in the Holyrood Hub work together with the people we support to find solutions that help to resolve their homelessness. Support plans are person-centred so that the support people receive is based on their needs and wishes. Support Workers create an environment that is friendly and safe, based on the psychologically informed environment and trauma informed care principles.

As a multi-agency hub we host a range of agencies who bring their services to people at the Holyrood Hub therefore working effectively in a multi-disciplinary team is central to the Support Worker role.

A significant number of people who use our services are not originally from the UK and they have varying levels of English language abilities. We want the diversity of the population to be reflected in our staff team and welcome applications from nationals of other countries who are fluent in English as their second language. We especially need people who can communicate in Polish, Italian and Romanian.

Job Purpose

People who use our services are often excluded from many other places and we work hard to offer support that people can engage with, striving not to exclude anyone. Support is trauma-informed and underpinned by the psychologically informed environment principles. Support Workers are experts in building positive relationships with people who understandably find it difficult to trust others, demonstrating perseverance and resilience.

We help people who have survived significant trauma in their lives and who are often dependent on alcohol or drugs as a way of coping. The environment in the Holyrood Hub is dynamic and relies on resilient support workers who are skilled at staying calm in a crisis, with the ability to de-escalate and successfully manage challenging situations.

The Support Worker Level 2 will provide practical and emotional support that is focused on the strengths and goals of the people who use the service, following a harm reduction approach, promoting choice and encouraging personal responsibility. You will establish and maintain strong professional relationships with a range of internal and external partners to deliver coordinated, effective support for people who use the service.

You will be responsible for maintaining case and service records and for contributing to the wider administrative requirements of the service. You will ensure that the service you provide is delivered in line with the Scottish Social Services Council's Codes of Practice for Social Services Workers and complies with regulatory requirements, including health and safety.

We are always looking to improve, with Support Workers playing a key role in the continuous development of our services. You will embrace change, recognising that our role is to help people make changes in their lives and so we have to be experts at delivering change ourselves. You will play a part in identifying improvements and new initiatives and work in collaboration with internal and external partners to bring these to fruition.

You will report to the Service Leader for the Holyrood Hub and work in harmony with colleagues across Simon Community Scotland. You will look outwardly to develop your practice area in conjunction with the people you support, partner agencies and potential partners. Support Workers participate in a rota to cover the 24 hour freephone service.

Responsibilities

Key responsibilities in this post are detailed below:

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 and fellow colleagues
- Participating in organisational initiatives and opportunities to engage with colleagues and services across Simon Community Scotland
- Making things easy for others
- Embracing technology in delivering your role*
- Supporting clients, staff and volunteers to become digitally included*

Personalised and Creative

- Working with people to plan support that is person-centred and responsive to their needs and wishes
- 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

- Working in partnership with the people we support to identify and deliver the best possible support for them
- Fostering positive relationships with our partners
- Building team togetherness and collaboration
- Fostering a positive problem-solving vibe

Leadership and Learning

- Maintaining SSSC registration and PVG membership
- Evidencing the work that you do so that we can learn from it
- Contributing to service monitoring and evaluation
- 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

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	Essential	Desirable	Proven by
Training and qualifications	<ul style="list-style-type: none"> SVQ3 Health and Social Care, Social Work or Nursing qualification or willingness to work towards 	<ul style="list-style-type: none"> Relevant degree 	Application Certificates
Experience	<ul style="list-style-type: none"> Minimum of one year's experience in a social care setting 	<ul style="list-style-type: none"> Experience of working in the homelessness sector Delivery of trauma-informed care/ PIE 	Application References
Knowledge and Skills	<ul style="list-style-type: none"> Understanding of the issues faced by people who use services Understanding of regulatory requirements including SCSWIS, SSSC Knowledge of Adult & Child protection, and multi agency public protection arrangements Knowledge of housing, social work and health services in the statutory and third sectors Knowledge of best practice in the delivery of social care Strong ability to manage conflict De-escalation skills Strong verbal and written communication skills Numeracy skills Good digital skills 	<ul style="list-style-type: none"> Knowledge of homelessness, and current and future issues facing the sector Understanding of homelessness legislation Knowledge of welfare benefits entitlements and how to access Understanding of the immigration system, rights and responsibilities of people who are originally from outside the UK Knowledge of local health, housing and social care services Fluent in languages other than English 	Application Interview References
Personal	<ul style="list-style-type: none"> Commitment to Simon Community Scotland's values Strong relationship building and interpersonal skills Positive, solution focused approach Effective team worker Ability to work under pressure and achieve results 		Application Interview References

	<ul style="list-style-type: none">• Willingness to learn and to drive own development• Approach that allows delivery of the responsibilities outlined in the job description		
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