



Job Description

Support Worker 1

JOB TITLE:	Support Worker 1
REPORTS TO:	Service Leader
BASED:	Streetwork, Edinburgh
SALARY:	£18,525 (FTE based on a 37.5hr week)
HOURS:	15 hours per week
CLOSING DATE:	26th May 2021
INTERVIEW DATE:	Week beginning 31 May 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. We want people who share these values to join us and become a part of the Simon Community Scotland family.

People from a range of different countries and cultures are facing homelessness in Edinburgh, with many having insecure immigration status and no current entitlement to public funds; people are at high risk of destitution and we are looking for a Support Worker to join us in helping people avoid that.

Job Summary

We are looking for someone who is fluent in English, and Romanian, Romanes or Turkish to help us grow the positive, trusting relationships we are building with people facing homelessness who are not originally from the UK, particularly with members of the Roma community.

The Support Worker will draw on their own experience and cultural understanding to successfully build relationships with people who are homeless or begging in Edinburgh so that we can provide people with the right support that meets their individual needs.

Job Purpose

- To help build trusting relationships with Roma people facing homelessness in Edinburgh.
- To help provide person-centered support with Roma people.
- To contribute to helping people achieve the goals identified in their support plans.
- 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 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 work in partnership with the dedicated Support Worker assisting people who aren't originally from the UK to manage the workload 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 closely with the team dedicated to supporting people who aren't originally from the UK, which includes a service to support people to apply to the EU Settlement Scheme.

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

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	Essential	Desirable	Proven by
Training and qualifications	<ul style="list-style-type: none"> No essential qualifications 		<ul style="list-style-type: none"> N/A
Experience		<ul style="list-style-type: none"> Experience of working in social care or homelessness sector 	Application Interview Reference
Knowledge and Skills	<ul style="list-style-type: none"> Fluent in English, and Romanes, Romanian or Turkish Good digital skills or ability to learn these Understanding of the issues people facing homelessness experience, or willingness to learn Understanding of the issues facing the Roma community in Edinburgh 	<ul style="list-style-type: none"> Understanding of the immigration system, rights and responsibilities of people who are originally from outside the UK Understanding of welfare benefits for non UK nationals Knowledge of homelessness legislation Understanding of regulatory and safeguarding requirements 	Application Interview
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 Willingness to learn and to drive own development Approach that allows delivery of the responsibilities outlined in the job description Right to work in the UK 	<ul style="list-style-type: none"> A member of the Roma community, or Romanian with good understanding of and empathy towards the Roma population 	Application Interview Reference