



Job description

Housing First Support Worker (SW2)

JOB TITLE:	Housing First Support Worker (SW2)
REPORTS TO:	Service Leader
BASED:	Edinburgh
SALARY:	£18,810 - £21,677 (FTE based on a 37.5hr week)
HOURS:	37.5

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.

Job Summary

The role of the Housing First Support Worker is an inspirational one and key to achieving successful outcomes for people who are either sleeping rough or who have slept rough previously. As a motivated and dynamic Housing First Support Worker you will be responsible for developing and delivering practical and emotional support to people assisting them to foster safety, choice and control in their lives.

Job Purpose

The Housing First Support Worker will be competent in delivering trauma informed, person-centered support and capable of working in a community-based lone working capacity. The Housing First Support Worker will also establish and maintain effective professional relationships with a range of external partners to ensure support to service users is coordinated and in agreement with identified support plans.

The Housing First Support Worker will be responsible for maintaining case and service records and for contributing to the wider administrative work of the service as required.

The Housing First Support Worker will also contribute to the wider work of the service and/or services area as required.

Key tasks:

- To provide quality services to people through effective planning, monitoring, evaluation and review of their requirements in partnership with them.
- To provide person-centered support to people who use the service.
- To maintain accurate records and case notes on various systems
- To ensure that services comply with standards set by SCS and meet the contractual and/or regulatory requirements of our key partnerships and relevant external agencies.
- To contribute as an effective team member to the development of the activities of the service.

You will report to the **Service Lead** and work in harmony with **our leadership team** and will look outwardly to develop your practice area in partnership with the wider social care partnership

Your key responsibilities in this post are as follows:

Warmth and Regard

- **To promote choice, well-being and the protection of service users from the risk of danger, harm or abuse**
- 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

- **To work with service users to develop and deliver person-centered support plans that achieve the best possible outcomes for people who use the service.**
- **To encourage people who use services to take an active role in their support and in all decisions relating to them or their support.**
- 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

- **To work with people who use services to match their individual needs to the effective use of community resources in order to maximize independence and quality of life.**
- 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

- **To provide support to service users and respond positively to challenging behaviour**
- **To provide practical assistance for domestic and personal needs to people as required, whilst encouraging personal responsibility and maximization of personal choice**
- **To act as an advocate, or facilitate advocacy, where appropriate by acting on behalf of people who use the service**
- Helping to bring hope through our words and actions
- Helping to build trust
- Being supportive and showing care

Partnership and Collaboration

- **To promote effective communication and joint working with partnership agencies to ensure the best possible outcomes for service users**
- **To establish and maintain effective links with local community services**
- **Develop and promote effective communications, and a pro active approach to best practice in line with SSSC codes of conduct**
- **Contribute positively to the activities of the service and play an effective role in achieving the aims and objectives of the service**
- **Carry out any other duties appropriate to the position as required and / or at the discretion of the Service Manager**
- **Out of hours work/shift work is required**
- **Occasional work in other locations is required**
- Fostering positive relationships with our partners
- Building team togetherness and collaboration
- Fostering a positive problem-solving vibe

Leadership and Learning

- **To participate in the monitoring and evaluation of services provided to people who use the service**
- **To record and report information in accordance with operational guidelines and regulatory requirements**
- **To promote, monitor and maintain health, safety and security within the working environment**
- **Attend and contribute effectively to meetings as required**
- **Ensure own practice complies with all SCS policies & procedures, with particular reference to HR, health & safety, equalities & diversity and confidentiality**
- **Demonstrate the behaviour within SSSC Code of Conduct and National Care Standards in all work undertaken**

- **Be aware of and adhere to necessary standards in relation to the service's agreed objectives and contractual requirements**
- **Keep abreast of developments within the field and undertake relevant training as required**
- **Use own initiative to manage workloads and meet deadlines**
- **Be self directed in your approach to 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"> SVQ3, Social Work, Nursing qualification or equivalent or willing to work towards it 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> Application
Experience	<ul style="list-style-type: none"> Minimum of one years experience of service delivery within a social care setting. Demonstrable experience in delivering all aspects of the Job Description. 	<ul style="list-style-type: none"> Experience in homelessness sector 	<ul style="list-style-type: none"> Application and Interview
Knowledge and Skills	<ul style="list-style-type: none"> Able to de escalate & have to manage conflict Able to generate own work Good verbal, written and presentation skills Numeracy skills IT literate – be competent working with G- suite Ability to establish and sustain trust and confidence in people To work effectively within a team; promoting and contributing to effective communication; working effectively in partnership with other professionals, and demonstrate a commitment to the ongoing delivery of effective and appropriate service administration Knowledge and understanding of issues/ barriers faced by people who use services Understanding of regulatory requirements including SCSWIS and SSSC Codes of Practice 	<ul style="list-style-type: none"> Knowledge of homelessness and current and future issues affecting the sector. Knowledge of homelessness legislation. Knowledge and understanding of DWP and benefits systems. Trauma skilled practice 	<ul style="list-style-type: none"> Application and Interview
Personal	<ul style="list-style-type: none"> Demonstrable commitment to service user participation Flexible, creative with a solution focused approach be non-judgemental, empathetic and tenacious have a sense of humour, be personable and accept that things won't go as you think 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> Application and Interview

	<ul style="list-style-type: none">• be good at recognising the need for, and ensuring, self-care due to the intensity of the work• understand the limitations of the Housing First worker role and be competent at multi-agency working		
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