

# Job Description

## Support Worker 2

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| <b>JOB TITLE:</b>      | Support Worker 2   |
| <b>REPORTS TO:</b>     | Team Leader  |
| <b>BASED:</b>          | Out in the community, helping people to sustain their tenancies.         |
| <b>SALARY:</b>         | £18,810 - £21,677 (FTE based on a 37.5hr week)                           |
| <b>HOURS:</b>          | Flexible, may include evenings and weekends to meet service users' needs |
| <b>CLOSING DATE:</b>   | Aug 2021   |
| <b>INTERVIEW DATE:</b> | Sept 2021  |

## Introduction

We are a housing support service for people living in the city of Perth and North Perthshire. We are one of three agencies working as a partnership with Perth and Kinross Council to provide high quality housing support for people in Perthshire.

We assist people who have been classed as homeless, and may have been living in temporary accommodation, sofa surfing, fleeing abuse the list is endless. We help them to move into their own accommodation/forever home and give them the tools to sustain their tenancy as this can be a big change, a rollercoaster of a ride for them.

We provide 1;1 person centred support to help people sustain their tenancy, ensuring they feel safe and help them make it their home. We provide trauma-informed support and build trusting relationships with the people we help, and we lead by example, so always look after ourselves and each other too..

**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 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 life experiences.

To make a difference we need to be flexible, with humour and have 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 our values to join us and become a part of the Simon Community Scotland family.

## Job Summary

To put the people we work with in the centre, to promote and create a culture of real participation placing the person at the heart of what we do and how we do it.

To work well with all key partners to develop effective sustainable relationships. Our aim is to help people resolve or prevent homelessness and by helping them to sustain their tenancy is a way we do it. We do this by helping people identify the support they need in all areas of their lives, and look at how best to meet this need. We help people develop their own support plans which are based on their needs and wishes and designed around their individual circumstances. Support is based on the trauma informed care principles, and our approach is person centred.

To best meet people's needs, we work in partnership with a wide range of agencies and so working effectively as part of a multi-disciplinary team is central to the Support Worker role.

## Job Purpose

We deliver life changing quality services.

The role of a Support Worker Level 2 (SW2) will be to provide positive, practical and emotional support to people who use our service. focusing on goals, promoting choices and encouraging personal responsibility.

The SW2 will also build and maintain effective professional relationships with a range of external partners to ensure support to the people we work with is coordinated and in agreement with identified care plans.

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. Working in a trauma-informed and person centred with a can do attitude. Our 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 whose lives are often described as chaotic and to have mental health issues, but getting to know them, we often find they are survivors of significant trauma. Some are often dependent on alcohol or drugs as a way of coping. So it's important that we safeguard ourselves as well as others. Our help is often provided by Lone Working in people's homes and communities, which 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.

You will be responsible for maintaining your own caseload and service records. 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

We are always looking to improve lives, 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 a Team Leader 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.

## Responsibilities

Your key responsibilities in this post are as follows:

### Warmth and Regard

- Leads by example using values, decorum and ethos of SCS
- Treating people with kindness, dignity and respect

- Act with compassion and discretion.
- Recognises and values everyone (equality and Diversity) .

## Inclusion and Participation

- Builds local partnerships to understand the needs of each service locality
- To provide quality services to people through effective planning, monitoring, evaluation and review of their requirements in partnership with them
- 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
- 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
- Be creative in your approach, and don't give up on people.
- Have a can do attitude, to find solutions that are a good fit for someone, irrespective of who they are or the problem they have
- Be intuitive, so when someone isn't at their best, quickly recognising there's probably something else going on, and finding ways to respond with care
- Being adaptable and flexible , as things can change quickly.

## Supportive and Ambitious

- Helping to build trusting attachment.
- Helping to empower people and believe they can do this.
- Being empathetic, showing they matter.
- Promote choice, well-being and the protection of people from the risk of danger, harm or abuse.
- To provide practical assistance for domestic and personal needs to people as required, whilst encouraging personal responsibility and maximization of personal choice
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## Partnership and Collaboration

- Working and building a positive relationship and working in partnership with other providers.
- Deliver evidence based outcomes for people.
- Demonstrates and promotes resilience
- Fostering a positive problem-solving vibe

## Leadership and Learning

- To act as an advocate, or facilitate advocacy, where appropriate by acting on behalf of people who use the service
- Ensure your own practice complies with all SCS policies & procedures, with particular reference to HR, health & safety, equalities & diversity and confidentiality
- Maintaining SSSC registration and PVG membership
- Develop and promote effective communications, excellence in customer service and a pro active approach to best practice

- Keep abreast of developments within the field and undertake relevant training and learning development as necessary and share with others.
- Evidencing the work that you do so that we can learn from it
- Motivating and inspiring others
- Taking time to reflect on being mindful.
- 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 Systems** (MIS) are Better Futures & Netsuite, of which you will be trained in. We also 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

### Job Title: Support Worker 2

|                                    | Essential  | Desirable   | Proven by                |
|------------------------------------|--|---|--------------------------|
| <b>Training and qualifications</b> | <ul style="list-style-type: none"> <li>● SVQ3 Health and Social Care, Social Work or Nursing qualification or willingness to work towards</li> </ul> | <ul style="list-style-type: none"> <li>● Relevant degree</li> </ul> | Application Certificates |

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| <b>Experience</b>           | <ul style="list-style-type: none"> <li>● Minimum of one year's experience in a social care setting</li> </ul>   | <ul style="list-style-type: none"> <li>● Experience of working in the homelessness sector</li> <li>● Delivery of trauma-informed care/ PIE</li> </ul>  | Applicati<br>on<br>Referen<br>ces          |
| <b>Knowledge and Skills</b> | <ul style="list-style-type: none"> <li>● Understanding of the issues faced by people who use services</li> <li>● Understanding of regulatory requirements including SCSWIS, SSSC, HSCS <ul style="list-style-type: none"> <li>● Knowledge of Adult &amp; Child protection, and multi agency public protection arrangements</li> </ul> </li> <li>● Knowledge of housing, social work and health services in the statutory and third sectors <ul style="list-style-type: none"> <li>● Knowledge of best practice in the delivery of social care</li> </ul> </li> <li>● Strong ability to manage conflict</li> <li>● De-escalation skills <ul style="list-style-type: none"> <li>● Strong verbal and written communication skills</li> </ul> </li> <li>● Numeracy skills</li> <li>● Good digital skills</li> </ul> | <ul style="list-style-type: none"> <li>● Knowledge of homelessness, and current and future issues facing the sector</li> <li>● Understanding of homelessness legislation ● Knowledge of welfare benefits entitlements and how to access</li> <li>● Understanding of the immigration system, rights and responsibilities of people who are originally from outside the UK</li> <li>● Knowledge of local health, housing and social care services <ul style="list-style-type: none"> <li>● Fluent in languages other than English</li> </ul> </li> </ul> | Applicati<br>on<br>Interview<br>References |
| <b>Personal</b>             | <ul style="list-style-type: none"> <li>● Commitment to Simon Community Scotland's values <ul style="list-style-type: none"> <li>● Strong relationship building and interpersonal skills</li> </ul> </li> <li>● Positive, solution focused approach</li> <li>● Effective team worker</li> </ul>  |  | Applicati<br>on<br>Interview<br>References |

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|  | <ul style="list-style-type: none"><li>• Ability to work under pressure and achieve results</li><li>• Willingness to learn and to drive own development</li><li>• Approach that allows delivery of the responsibilities outlined in the job description</li></ul> |  |  |
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