



## Job Description

<b>JOB TITLE:</b>	<b>Support/Relief Workers - Women's Services</b>
<b>REPORTS TO:</b>	Head of Women's Services
<b>BASED:</b>	Women's Housing Support Services (Glasgow)
<b>SALARY:</b>	£18,525 - £21,677 SW1/SW2 (FTE based on a 37.5hr week)
<b>HOURS:</b>	Working on a rota basis including overnight (waking and sleepover) and weekend shifts
<b>CLOSING DATE:</b>	25 April 2021
<b>INTERVIEW DATE:</b>	3 & 4 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. 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.

Are you as passionate as we are about providing high quality, safe accommodation to women experiencing homelessness? If the answer is yes we are looking for you to join us and work within a fast-paced dedicated team who have a woman-centred approach that focuses on safety and recovery.

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## Job Summary

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We have full and part-time vacancies for support workers based in our women's housing support services in Glasgow. We also have opportunities to join our relief staff team. Relief hours are based on service delivery needs and offer an exciting chance to build your experience and skills in social care, these roles are ideally suited to students and those who can be flexible with their time and availability.

We will also consider applicants looking to work on a permanent night shift basis.

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## Job Purpose

The women who enter our housing support services, often have multiple experiences of abuse and disadvantage, including childhood abuse, domestic and sexual violence and exploitation through prostitution including coercion and control. They may have physical and mental health problems, criminal records and experience of street homelessness, any combination of which can lead to learned survival and coping strategies that can often be a barrier to accessing and benefiting from support services.

Our aim is to provide a safe place that accepts women as they are whilst supporting them to identify goals and find ways of moving forward and away from the harm they live with.

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You will report to the Head of Women's Services and work in harmony with all other teams within the women's service as well as the wider organisational teams, and will look outwardly to develop your practice area in partnership with all stakeholders.

## Responsibilities

Your key responsibilities in this post are as follows:

- Work within a recovery and psychologically informed approach, supporting women to maximise their safety, independence and wellbeing.
- Liaise effectively and collaboratively with all appropriate agencies and community groups.
- Carry out continuous support planning in collaboration with women; including gathering additional information from supporting agencies.
- Carry out needs assessments which effectively establish the support needs of women and enable relevant support to be offered as quickly as possible.
- Be confident and have the ability to effectively safety plan with women.
- Be responsible for the service, ensuring a supportive, homely and safe environment is maintained along with a daily staff presence.

## Warmth and Regard

- Have an understanding of trauma informed responses
- 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

- Provide individual and, where possible, group work 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

- 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

- Provide high quality accommodation and housing related support to women.
- Ensure that women are provided with a safe, supportive and welcoming environment to support them in creating a vision for change, gain independence skills with the ultimate goal of sustaining tenancies, and access appropriate move-on accommodation.
- 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 to achieve the best outcomes
- 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

### Job Title: Support/Relief Workers - Women's services

	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
<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>Experience of working in violence against women services</li> <li>Delivery of trauma-informed care/ PIE</li> </ul>	Application References
<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 Care Inspectorate, H&amp;SCS and SSSC</li> <li>Knowledge of Adult &amp; Child protection, and multi agency public protection arrangements</li> <li>Knowledge of housing, social work and health services in the statutory and third sectors</li> <li>Knowledge of best practice in the delivery of social care</li> <li>Demonstrable self care skills</li> <li>Strong ability to manage conflict</li> <li>De-escalation skills</li> <li>Strong verbal and written communication skills</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>Demonstrable transferable skills with good knowledge and understanding of the issues facing women in homelessness services</li> <li>Understanding of homelessness legislation</li> <li>Knowledge of welfare benefits entitlements and how to access</li> <li>Knowledge of local health, housing and social care services</li> </ul>	Application Interview References
<b>Personal</b>	<ul style="list-style-type: none"> <li>Commitment to Simon Community Scotland's values</li> <li>Strong relationship building and interpersonal skills</li> <li>Positive, solution focused approach</li> </ul>		Application Interview References

	<ul style="list-style-type: none"> <li>● A 'can-do' approach and demonstrable commitment to supporting women to feel safer</li> <li>● Effective team worker</li> <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> <li>● Demonstrable awareness of the importance of self care routines</li> </ul>		
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