

Job Description

Senior Key Worker, Lotus Community Cyrenians Communities

Part-time – 12 hours/week

For over 50 years, Cyrenians (a Scottish Charitable Incorporated Organisation (SCIO), registered charity number SC011052) has tackled the causes and consequences of homelessness. We understand that there are many routes into homelessness, and that there is no 'one size fits all' approach to supporting people towards more positive and stable futures. That's why all our work is values-led and relationships-based. We meet people where they are, and support them towards where they want to be.

Our Vision is an inclusive society in which we all have the opportunities to live valued and fulfilled lives. We work to make that vision a reality through our Mission to support people excluded from family, home, work or community on their life journey.

We aim to offer consistently excellent service across all locations and in all our activities. Our way of working is built on our four core values:

Compassion: We believe that everyone should have the chance to change, no matter how long that might take.

Respect: We believe in tolerance, acceptance, valuing diversity and treating each other as equals.

Integrity: We are committed to the highest quality of work, grounded in honesty, generosity, sincerity and professionalism.

Innovation: We are willing to take risks, challenge convention and be very creative in our search for new ways of working, in particular by taking account of the environmental impact of our decisions.

1 General

Cyrenians now operates 5 residential communities, which provide accommodation and support to vulnerable people, (Cyrenians Farm and City Communities, Crighton place community, Lotus Community and the Social bite Village community).

The Lotus Community, where this post is based, offers accommodation and support to unaccompanied asylum-seeking children. The purpose of the community is to provide a safe and stable community environment for people to live, learn and develop together. Our unique approach to supported accommodation helps people to develop their skills through training and ongoing support with the key outcomes being:

- To significantly increase the ability of people to live more independently in the future; including reducing and where possible, ending dependency on housing support.
- To increase the contribution residents make to wider society through volunteering and if possible, formal work experience and training.

- To improve the ability by residents to access community resources and networks such as libraries, GPs, social activities etc.

Background

Working alongside the City of Edinburgh Council and other partners, this new community in Leith houses up to 14 people who are unaccompanied asylum-seeking children (UASC) aged 16-18. These young people have been referred by UASC Accommodation housing panel and will have been trafficked from overseas, most being from Vietnam.

The community is split into two residential units where each person will have their own self-contained studio with shared bathrooms.

Most of the young people are currently accessing further education, at college or in full or part time employment. An important part of this role is to support the residents to access local housing options with the intention of moving on into their own tenancies and to begin living a more independent life using the skills they have developed whilst living within the community.

The residents live alongside 2 supported flatmate volunteers who act as peer mentors. Together they manage the day-to-day tasks and decisions within the building, which is their home. The process of being involved in decision-making empowers residents and helps to develop their confidence, skills and abilities.

This role involves line management of a small team of Key Workers and volunteers. The role will also include covering key work support for residents when required, delivering group work where appropriate, and liaising with other support agencies. Alongside these, you will work to ensure that Cyrenians Community model is adhered to and developed; and that the quality of service remains high. You will also be responsible in conjunction with the manager for communications with the landlord and funder regarding tenancy related matters and repairs. You will also oversee household finance, and support the team to find resources and funding to develop the service as appropriate.

The post holder may be required to work evenings and weekends, and take part in sleep over duties in extreme circumstances. The post holder will be part of a rolling on-call/responder rota.

2 Tasks and Responsibilities

Support people in the communities

- Provide support in line with the Cyrenians Key Worker Practice Model
- Complete assessments for people referred to the Communities
- Provide induction into the Communities
- Provide regular support sessions, to assess progress against planned milestones and goals, demonstrating distance travelled
- Review and end cases according to model.

Provide line management support

- Provide direct line management to the staff team
- Ensure that all staff are well supported, have clear objectives and opportunities for learning and development
- Ensure that Performance Management systems are well implemented
- Promote the engagement of volunteers and students where appropriate
- Participate in recruitment, ensuring compliance with organisational policies

Use a facilitative approach to support the life of the community including organisation of activities, household routine, and conflict management.

- Facilitate community meetings to plan community events/activity and to handle conflict constructively
- Participate in training and practice development around use of the key worker model; and facilitate workshops for community members
- Support the community to ensure a smooth-running household routine; including cleaning and cooking where possible.

Champion the theory associated with the Cyrenians Community model

- Work with the Volunteer Development & Recruitment Worker to ensure volunteers are welcomed and supported.
- Provide volunteer training and development opportunities and supervision alongside the recruitment and development worker.
- Work with the Service and Senior Service Manager to assess and minimise the risks to support, and maintain people in the service.
- Support the development of additional activities and therapeutic interventions, as funding and resource opportunities arise
- Link with Cyrenians Enterprises to ensure residents have opportunities for volunteering, training and/or work experience
- Ensure full involvement by all community members in planning and developing the service

Support excellence and continuous improvement

- Provide support and deputise for Managers in Care Inspectorate inspections
- Support the managers in meeting and wherever possible, exceeding contract and funding compliance
- Work to all service policies and procedures, assisting in the development of best practice
- Participate in the development of new activities
- Provide cover when required at the other Communities

Participate in planning, monitoring and evaluating the service

- Support the Service Manager to ensure service planning takes place efficiently and effectively, including setting and delivering against individual objectives
- Regularly monitor and report on activity in line with the charity's systems
- Participate in learning and training associated with planning, monitoring and evaluation

Support the marketing of the service to ensure all places in the Communities are fully utilised by vulnerable people

- Contribute to the service marketing strategy, to ensure places are taken up by as many people as possible
- Assist with the promotion of the service through engagement with other agencies, attendance at networking meetings etc
- Deputise for the Manager at networking meetings when appropriate
- Keep up to date with changes and developments in the field as agreed with the Manager

On-Call/Responder support

- The staff team are required to provide on-call/responder support out of hours and over the weekends across Lotus and other Communities
- This is done on a rota system which staff cover approx. 1 week in 6 (with some flexibility to ensure holidays and absence are covered)
- This involves providing telephone support if difficult situations arise for the lone working person which require staff input in decision making
- With a requirement to attend where needed out of hours if SOL
- Connect/volunteers cannot manage a situation remotely in the house
- On-Call/responder Support is remunerated separately

3 Person Specification

Knowledge and Experience	
Excellent interpersonal skills	Essential
At least 2 years' experience working with people with mental health problems and or homelessness, either in a one to one setting or group setting.	Essential
Group work skills including facilitation, team building and personal development activities	Essential
An ability to support people to move into learning and training, whatever their presenting issues	Essential
Experience of managing staff and/or volunteers	Essential
Ability to follow policies and procedures to implement best practice	Essential
Use of organisational systems to monitor progress and demonstrate impact	Essential
Assess, manage and take calculated risks with people	Essential

Commitment to quality assurance and high standards in service delivery	Essential
Excellent IT skills	Essential
Excellent organisational skills	Essential
Ability to effectively Liaise with referring organisations and other professional networks	Essential
Marketing and managing knowledge in a small team	Desirable
Qualifications and training	
SVQ or equivalent to level 3 or above, plus relevant management credits	Essential
Counselling, facilitation, mediation or coaching qualification	Desirable
Values and attributes	
Passionate about enabling people to overcome problems and reach their potential	Essential
Calm, strong and positive in dealing with difficult situations including crisis and conflict management	Essential
Energy, drive and enthusiasm to ensure the service and all those involved in it thrive	Essential
Committed to supporting the Manager to develop the Communities	Essential
A positive, pragmatic team leader	Essential
Committed to working within the Cyrenians Key Worker Practice Model and undertaking additional related training	Essential
Committed to service excellence and continuous improvement	Essential
Good written communication skills	Essential
A facilitative approach to handling situations	Desirable

4 Terms & Conditions

<u>Employer:</u>	Cyrenians
<u>Accountability:</u>	Cyrenians Board of Trustees (via Cyrenians Chief Executive Officer)
<u>Line Manager:</u>	Service Manager
<u>Workplace:</u>	Leith, Edinburgh
<u>Working Hours:</u>	12 hours per week
<u>Annual Leave</u>	25 days plus 10 public holidays, pro rata
<u>Salary:</u>	£25,309 – £27,805 per annum pro rata (scale points 25–28). This equates to £8,208 per annum for a 12 hour week at scale point 25
<u>Pension:</u>	Auto-enrolment into Qualifying Workplace Pension Scheme (QWPS) which is a Group Stakeholder Pension Scheme – current contributions being 5% employee and 3% employer. Option of enhanced Employer contributions to the same QWPS of 6% initially, rising to 9% after 2 years and 12% after 5 years (subject to employee contributions of 6%)
<u>Funding:</u>	This is a permanent post.
<u>Disclosure and registration:</u>	PVG membership and SSSC registration are required

5 Application deadline and Interview dates

Closing date: 12 noon on Monday 20th December 2021
Interview date: Thursday 23rd December 2021
Stage 2 date: TBC

Please refer to the Recruitment Information leaflet for further information on completing and submitting your application form.