

## Job Description

### Key Worker, Cyrenians Communities

16 hours per 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.

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## 1 General

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Cyrenians operates five residential communities that provide accommodation and support to vulnerable individuals (Cyrenians Farm, City Community, Village community, Lotus Community and Crighton Place Community).

The Keyworker role is for the Crighton Place Community, which offers support and accommodation to people recovering from a period of poor mental health. The purpose of the Communities is to provide a safe and stable environment for people to live, learn and develop together. Our unique approach to supported accommodation helps people to develop their skills through ongoing support and opportunities to participate in the decisions which impact them.

This role combines keywork support to residents, guidance and advice to Assistant Keyworkers and support and supervision for volunteers. Alongside

this, the keyworker will work to ensure that Cyrenians Community model is adhered to, and developed; and that the quality of service provided remains high.

Post holders will be required to work as part of the on call responder service. This service uses assisted technologies in the evening, however if any of the residents are experiencing poor mental health a sleepover service may be required.

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## **2 Tasks and Responsibilities**

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### **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.

### **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.

### **Champion the theory associated with the Cyrenians Community model**

- Work with the Volunteer Development & Recruitment Worker to ensure volunteers are welcomed and supported where appropriate.
- 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**

- 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 other residential services

### **Participate in planning, monitoring and evaluating the service**

- Ensure that records are kept up to date, and comply with funders monitoring requirements.
- 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
- Keep up to date with changes and developments in the field as agreed with the Manager
- Attend meetings and planning days as required.

### **On-Call responder service support**

- The staff team are required to provide on-call responder support out of hours and over the weekends
- This is done on a rota system which staff cover approx. 1 week in 4 (with some flexibility to ensure holidays and absence are covered)
- This involves providing telephone support if difficult situations arise which require staff input in decision making
- With a requirement to attend where needed
- On-Call responder service Support is remunerated separately

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## **3 Person Specification**

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<b>Knowledge and Experience</b>	
Excellent interpersonal skills	Essential
At least 2 years of experience working with people with experience of mental health problems and or homelessness in one to one and group settings	Essential
Group work skills including facilitation, team building and personal development activities	Essential
Enable people to move into learning and training, whatever their presenting issues	Essential
Experience of working with volunteers	Desirable
Following 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 liaise with referring organisations and network with other professionals	Essential
Experience of mentoring and sharing skills and knowledge within a team	Essential
<b>Qualifications and training</b>	
SVQ level 3 or above, or a willingness to work towards	Essential
Counselling, facilitation, mediation or coaching qualification	Desirable
<b>Values and attributes</b>	
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	Essential
Motivate people to be active, positive and constructive	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 member	Essential
Committed to people learning and training	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

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## 4 Terms & Conditions

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<u>Employer:</u>	Cyrenians
<u>Accountability:</u>	Cyrenians Board of Trustees (via the Chief Executive of Cyrenians)
<u>Line Manager:</u>	Senior Key Worker
<u>Liaison with:</u>	Communities Team
<u>Workplace:</u>	Leith, Edinburgh
<u>Working Hours:</u>	16 hours per week, primarily weekdays but with evenings and weekends if required
<u>Annual Leave</u>	25 days annual leave and 10 public holidays per annum (pro rata)
<u>Salary:</u>	£21,963 per annum pro rata (scale points 20 to 24). This equates to £9,498 per annum for a 16 hour week at SCP20.

<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>Disclosure and registration:</u>	PVG scheme membership required. SSSC registration required within 6 months of starting post.

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## **5 Application deadline and Interview dates**

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<u>Closing date:</u>	12 noon on Wednesday 20 <sup>th</sup> April 2022
<u>Interview date:</u>	26 <sup>th</sup> / 27 <sup>th</sup> April
<u>Stage 2 date:</u>	TBC

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