

**SENIOR PROJECT WORKER – ADULT SERVICES (TIIO PROJECT/SIP FALKIRK)
JOB DESCRIPTION AND PERSON SPECIFICATION**



JOB TITLE	Senior Project Worker Adult Services (TIIO Project/SIP Falkirk)
LOCATION	Falkirk (The post-holder will be required to work from several operational sites across the Falkirk Council local authority areas)
NUMBER OF HOURS	35hrs per week
HOURS OF WORK	Monday to Friday from 9:00am until 4:30pm
CONTRACT TYPE	Permanent
SALARY	£26,605-£27,977
REPORTS TO	Senior Service Manager

ORGANISATION PROFILE

Transform Forth Valley is a charity providing a wide range of services to support individuals and families who are impacted by substance misuse and/or societal, financial or health inequalities. Transform Forth Valley responds to identified need in the Forth Valley, and in partnership, support individuals and families to tackle inequalities that diminish life chances. Transform Forth Valley considers the whole person, building a firm foundation from which an individual or family can achieve positive and lasting change. Transform Forth Valley’s mission statement is: ‘Transform Forth Valley is dedicated to empowering individuals and families to live a more fulfilled life. We work with partners to actively challenge inequalities and to achieve sustainable change.

ROLE AND SERVICE PROFILE

Transform Forth Valley is offering this post in partnership with Falkirk Health and Social Care Partnership and Justice Services.

The Tackling Inequalities and Improving Outcomes (TIIO) Project, based within the Social Inclusion Project Falkirk, works with individuals aged 16+ years who reside within the Falkirk Council area and who are either on a current statutory order with Falkirk Criminal Justice Service such as a Community Payback Order or a Structured Deferred Sentence, subject to post – release supervision licences such as Parole / non-parole licence or referred via the CJS Diversion from Prosecution Scheme. Engagement with the TIIO Project is voluntary.

The Social Inclusion Project (SIP) supports people who use alcohol and drugs and have backgrounds of offending or other particularly challenging behaviour, to access existing services, referred by partner organisations. The Social Inclusion Project (SIP) model complements the work of existing agencies/services by supporting people to interact with services when their complex needs (such as substance use, homelessness, mental health illness, learning disability, welfare benefits issues, social isolation and / or family dysfunction) present barriers for their access to care. The collaborative approach between the Social Inclusion Project (SIP) and existing services



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is proven to deliver an effective means by which people can access services which they might otherwise struggle to interact with.

The post holder will have a supervisory role for the TIIO Project and SIP Falkirk Project Workers and will work directly with the service user to enable their access to an integrated pathway across universal services including the 'Third Sector' and wider Health & Social Care services.

The post-holder will work in partnership with colleagues from local Councils, Social Work, Housing and Conflict Resolution Services, Police Scotland, Scottish Fire and Rescue Service, NHS Forth Valley and Substance Misuse Services.

The post-holder will be primarily required to work from their specified location and will work flexibly within an agreed number of hours to maintain the most appropriate level of provision.

MAIN RESPONSIBILITIES

SENIOR RESPONSIBILITIES

- Have a supervisory role for the Transform Forth Valley Project Workers.
- Ensure performance and quality assurance information is completed as required and reports are delivered on time.
- Assist the Business Support Officer in weekly tasks, as appropriate.
- Support the Senior Service Manager in relation the development of the service.
- Identify and communicate any service gaps or needs and potential areas for service development.
- Keep all client information up to date and ensure the Project Workers do the same.
- Be a point of contact for Project/Support Workers and partner agencies as appropriate.
- Assist in the allocation of new referrals to Project/Support Workers when required.
- Be committed to the vision and mission of Transform Forth Valley.
- To uphold the values and positive culture of Transform Forth Valley throughout all working practices.
- Act as an ambassador for Transform Forth Valley in any internal and external meetings, as delegated by the Chief Executive or Senior Service Manager.
- To uphold the purposes of Transform Forth Valley.

WORKING WITH SERVICE USERS

- Ensure that holistic and person-centred support underpins all aspects of work.
- Be responsible for the assessment, planning, implementation, and evaluation of programmes of support.
- Receive referrals from the Senior Service Manager and pro-actively contact the service users in their own environment or in the most appropriate location for contact with them (e.g., Outreach Vehicle, Hospital Ward, A&E, Custody, Home, Homeless Hostel).



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- Support people throughout their re-integration within the local and wider community following period(s) of residential/in-patient care.

PROFESSIONAL OBJECTIVES

- Ensure that all assessments, care plans, notes, records, reviews, and discharge plans are kept up-to-date and stored securely in accordance with information governance tools. This includes entering data into relevant systems.
- Act as the service contact person for designated professionals ensuring that they are prioritised accordingly.
- Carry a caseload and ensure continuity-of-care for service users through effective working and liaison with partnership agencies (e.g., Social Work, Police Scotland, and other Third Sector organisations).
- Where appropriate work to support shared care arrangements for service users.
- Co-ordinate and participate in multi-disciplinary meetings in respect of service assessment(s) and individual support plans where appropriate.
- Ensure completion of the relevant documentation and data gathering systems.
- Make referral to relevant treatment services based on the needs of the service user and ensure the uptake of treatment by ensuring transitions of care i.e., arranging 3-way care meetings and assisting/supporting to appointments, as necessary.
- To understand, act upon and comply with the need to protect children and vulnerable adults through your knowledge, actions and adherence to the relevant principles, policies, and procedures in respect of the Multi-Agency Forth Valley Child Protection (CP) and Adult Support and Protection (ASP) protocols.
- Comply with the General Data Protection Regulations (2018) and the Data Protection Act (2018) in line with agreed Information Sharing Protocols.

PARTNERSHIP WORKING

- Liaise and maintain effective links and work in collaboration with a range of agencies/partners/organisations for the purpose of joint working with and effective outcomes for service users, including gathering information for robust assessment. Attend and participate in multi-disciplinary meetings, deliver presentations and training as required.
- Develop close links and working relationships with community services (across the Forth Valley area in order to ensure communication, joint working and information sharing for the effective continuity of care for services users.
- Work closely with all substance misuse services to ensure appropriate joint delivery of the Integrated Care Pathway (ICP).
- Contribute to the development of services by providing advice and information to partners on all areas related to operational matters.
- Attend and participate in meetings as appropriate e.g., Transform Forth Valley Meetings, Housing Services Meetings, Multi-agency Public Protection Arrangements (MAPPA), GIRFEC, Child Protection and Adult Support Protection to create working conditions



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conducive to providing better and fairer services to service users, their families, and the wider community.

ADMINISTRATION

- Complete reports to a high standard, maintaining accurate and up to date records of service user progress within specified time requirements.
- Maintain accurate and up to date records, reports, data, case files and Care Plans that conform to appropriate protocols, National Quality Principles and Audit Standards, contract requirements and Service Level Agreements.
- Ensure all paperwork meets a high standard, maintaining accurate and up to date record of client contacts within the specified time requirements as determined by the service.
- Ensure confidentiality and data protection is maintained in accordance with the requirement of the Information Commissioners Office (ICO), Information Governance, contractual requirements, and the General Data Protection Regulations, 2018.
- To keep informed of evidenced based practice relevant to the provision of our services.

GENERAL PRACTICE

- To maintain a knowledge and understanding of and comply with Transform Forth Valley Policies and Procedures, Integrated Clinical Governance (ICG) approved guidelines, protocols etc., Scottish Social Services Council (SSSC) codes of practice and Health and Safety at Work.
- To maintain close contact with all Transform Forth Valley Services, Substance Misuse Services, Social Work Departments, Housing Services, and others as appropriate for continuity of care and sharing good practice.
- To be aware of and committed to the Health and Safety policies and procedures of Transform Forth Valley. Follow actions from Health and Safety Risk Assessments and Safe Systems of Work.
- To be committed to the principles of Equal Opportunities and Diversity, and to work effectively with the service users from a diverse range of backgrounds, understanding and respecting the impact of difference and diversity upon their lives.
- Be able to travel throughout Forth Valley for the purposes of client care, service delivery, meetings, and training.
- To undertake any other duties as may reasonably be requested by Transform Forth Valley.

PERFORMANCE MANAGEMENT

The Senior Service Manager will monitor and supervise your work through various means and will be your direct line of reporting and contact with regards to any matter(s) arising from your work.

- To actively participate in supervision, training, and appraisals, in accordance with the Performance Management Policy
- To undertake the appropriate personal development plan (PDP)

The Senior Project Worker will have a responsibility to contribute to the overall performance of the TIIO Project/SIP Falkirk Service to ensure that contractual outputs and targets are achieved.



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There is a responsibility for the post-holder to demonstrate a commitment to continuous improvements in service delivery for the benefit of the service user, the service, and the partners.

COMMUNICATION

- As an employee of Transform Forth Valley, conducting all work in a professional manner.
- Consistently demonstrating good communication and interpersonal skills with regard to interactions and engagements with others e.g., Service Users, their families, members of the public, colleagues, and partner agencies.
- Using a range of people skills in order, to identify, build, or enhance relationships with Service Users, families, and the wider community.

PVG / DISCLOSURE INFORMATION

Transform Forth Valley complies fully with the Disclosure Scotland Code of Practice, issued by Scottish Ministers, in connection with the use of information provided to registered persons and other recipients of information by Disclosure Scotland under Part V of the Police Act 1997, or the Protection of Vulnerable Groups (Scotland) Act 2007 for the purposes of assessing applicants' suitability for positions of trust. Therefore, Transform Forth Valley has determined that this post is classed as undertaking restricted work with children and protected adults that must be covered by the successful candidate having undertaken a satisfactory - **PVG Scheme Record for Restricted Work with Children and Protected Adults**.

PERSON SPECIFICATION

Applicants will be measured against the following person specification

QUALIFICATIONS AND TRAINING	An SVQ3 and HNC is required, or as a minimum a HNC or equivalent, plus a willingness to work towards an SVQ3 in care	Essential
	Evidence of continuous professional development in relation to caring and support work	Essential
	A qualification in Criminal Justice, Child Protection or Healthcare	Desirable
	Diploma/Certificate in Drug & Alcohol Studies where appropriate	Desirable
WORK EXPERIENCE	At least three years' experience of working in an enabling role	Essential
	Experience of caseload management	Essential
	Experience of conducting holistic assessments and care planning of individuals	Essential
	Experience of multi-agency and partnership working and the ability to build and maintain effective stakeholder relationships	Essential
	Experience in contributing to the development and improvement of services	Essential
	Supervisory experience	Desirable

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	Evidence of training towards supervisory experience	Desirable
	Experience of working with families and Carers	Desirable
	Experience of child protection joint working	Desirable
KNOWLEDGE, SKILLS, AND ABILITIES	Knowledge of service delivery which is compliant with local policies and procedures	Essential
	Knowledge and understanding of welfare, social, educational, and mental health, and wellbeing issues relevant to service users	Essential
	Knowledge and understanding of the issues facing individuals affected by alcohol misuse including impact on family and carers	Essential
	Knowledge and skills to support emotionally demanding clients who are resistant to change	Essential
	Proven ability to co-ordinate support across different organisations	Essential
	Organisational and self-management skills	Essential
	Excellent communication skills - verbal, numerical and written	Essential
	Experience of gathering performance data and maintaining databases and spreadsheets	Essential
	Experience of leading a team	Essential
	Experience of presenting information i.e., public speaking, presentations, meetings to partner agencies and stakeholders etc	Essential
	Knowledge of the issues faced by children affected by parental substance misuse (CAPSM)	Desirable
	Good knowledge and skills of harm reduction strategies and engaging with harder to reach populations	Desirable
ATTITUDE, MANNER, AND DISPOSITION	Positive and engaging approach	Essential
	Open approach to partnership working	Essential
	Empathetic	Essential
	Ability to work on own initiative	Essential
	Positive 'can do' attitude	Essential
	Flexible	Essential
	Assertive	Essential
OTHER	Full UK Driving Licence Holder	Essential
	Access to a Roadworthy Vehicle with Business Car Insurance	Essential