

## Job Description

### Senior Key Worker, Social Bite Village

#### Cyrenians Communities

**30 to 37 hours per week (negotiable); days, evening and occasional weekend shift work**

For 50 years, Cyrenians (a Scottish Charitable Incorporated Organisation (SCIO), registered charity number SC011052) has served those on the edge; working with those experiencing 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 is why all our work is values-led and relationships-based.

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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Providing a home for up to 16 people affected by homelessness, the Village was founded by Social Bite who partnered with Cyrenians to provide the on-site housing support. Cyrenians pioneered community living almost 50 years ago and our model and values-led ethos is still relevant today.

The purpose of the village is to offer a person-centred approach that supports Community members to live, learn and develop together.

Our unique approach to supported accommodation helps people to develop their skills through ongoing support and opportunities for personal development, 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 and welfare
- To increase the contribution people want to and can make to wider society through volunteering and, if possible formal work experience, training and education
- To improve the ability of people to access community resources and networks such as libraries, GPs, social activities etc.

This role requires a highly motivated and dynamic individual who has experience of supporting individuals who have been directly affected by the tough realities of homelessness. You will be passionate about enabling potential and supporting individuals to identify key goals on a journey towards positive change and independent living. You will have line management experience, an ability to nurture and motivate colleagues, and be able to both shape and follow organisational policy and procedures.

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## **2 What is Cyrenians key work?**

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Within social care settings, Key Workers are usually described as staff whose primary role is to work with an allocated case load of service users. The main function of the role is to provide regular support which helps people to manage and/or move on from a difficult situation.

Key Work within Cyrenians means providing 1:1 support in a way which is in line with our values, and linked to evidence based practice.

### ***Our attitude***

We treat people with the respect of equals (adult to adult) and don't reject people for the labels they wear. We respond to the whole person rather than just the evident or presenting problem.

### ***Our style***

We work with people, rather than 'at' them or 'for' them; preferring where possible to work 'at the shoulder' rather than from the other side of a desk. We are always looking to empower and enable – ie we help people to help themselves rather than create dependency.

### ***Our practice***

We are skilled and knowledgeable, person-centred, flexible, tolerant and understanding. We are tenacious in the offer of help and, if we are not able to provide what is needed, we will guide people to those who can.

To provide further clarity and a set of tangible "tools for the job" we have adopted a well-respected and recognised theoretical framework - Gerard Egan's "The Skilled Helper" which is used commonly in both coaching and counselling settings in the UK and US. The model encourages key workers to ask three simple questions of service users:

1. 'What is going on?'
2. 'What do I want instead?'
3. 'How might I get to what I want?'

This way of working requires more than a written document. Therefore, Cyrenians provides training for all frontline practitioners offering support to clients. This includes:

- The "attitude", style and practice described above
- Professional boundaries between worker and service user
- Raising self-awareness and reflections on practice

Subject based issues likely to arise in key work such as awareness of alcohol, mental health, substance misuse etc.

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### **3 Tasks and Responsibilities**

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#### **Provide Housing Support**

- Use our Key Worker Practice model approach (as described above) to conduct a thorough assessment of each individual
- Ensure a full induction for new village members
- Provide regular support sessions to assess progress against planned milestones and goals, demonstrating distance travelled
- Ensure robust planning and support is in place for residents when they move on from the village
- Work closely with staff and volunteers to create a pleasing and supportive environment for all
- Support the Service Manager to market the service to key providers towards achieving and retaining full occupancy

#### **Champion the theory and operate to the required practice associated with the Community model**

- Use a facilitative approach to support the life of the community including development and delivery of a well-being programme
- Support the development of additional activities and therapeutic interventions as funding and resource opportunities arise
- Ensure full involvement of all community members in the planning and running of community life. Maintaining a schedule of regular meetings and/or planning sessions to achieve this.
- Link with staff within Social Bite to ensure there are opportunities for volunteering, training and work experience for residents
- Work with the Service Manager to assess and manage the risks associated with challenging behaviour. Respond positively to any issues to support residents to maintain their tenancy
- Develop the Village Community handbook

### **Line Management**

- Provide line management to Key-work staff in line with Cyrenians HR policies and processes, and SSSC standards
- Deputise for the Service Manager when appropriate and/or necessary
- Work with the Service Manager and colleagues to ensure the rota is adequately covered at all times

### **Volunteer Management**

- Work collaboratively with colleagues to develop a team of volunteers to support and enhance community life
- Identify roles and develop a recruitment, training and retention strategy
- Provide support and guidance to specific volunteer roles in line with volunteer policies and processes

### **Knowledge**

- Maintain a generalist knowledge of the welfare system
- Keep up-to-date on policy in housing support
- Attend relevant networking meetings, conferences and events
- Support a system of knowledge exchange within the team to ensure best practice

### **Monitoring and Evaluation**

- Participate in learning/training associated with monitoring and evaluation
- Ensure Cyrenians reporting systems are embedded into the service and are maintained
- Regularly monitor and report on activity in line with the charity's systems

### **Participate in Cyrenians annual planning cycle towards continuous improvement**

- Support the Service Manager during the annual service planning cycle
- Work within service policies and procedures, promoting best practice
- Lead on the development of new activities
- Provide support and/or deputise for the Service Manager in Care Commission inspections
- Support the Service Manager to meet contract and funding requirements

### **On Call**

You will also be required to take part in an out of hours on-call rota system, for which a separate payment will be made. This would be a maximum of 1 week in 4.

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## **4 Person Specification**

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<b>Knowledge and Experience</b>	
Excellent interpersonal skills	Essential
Knowledge of issues that lead to or affect homelessness	Essential

Experience of being part of the set-up/ establishment of a new service(s)	Essential
At least 2 years of experience working with vulnerable people, people with experience of mental health problems and people with experiences of substance misuse in one to one and group settings	Essential
At least two years' experience of providing line management	Essential
Group work skills including facilitation, team building and personal development activities	Essential
Proven experience of using monitoring and evaluation systems	Essential
Commitment to quality assurance and high standards in service delivery	Essential
Experience of mentoring and sharing skills and knowledge within a team	Essential
<b>Skills</b>	
Excellent IT skills	Essential
Excellent organisational skills	Essential
Excellent written communication and report writing skills	Essential
Ability to liaise with referring organisations and other professional networks	Essential
<b>Qualifications and training</b>	
SVQ or equivalent to level 3 or above	Essential
Counselling, facilitation, mediation or Coaching qualification	Desirable
First Aid Training	Desirable
<b>Values and attributes</b>	
Passionate about enabling vulnerable people to overcome problems and reach their potential	Essential
Calm, strong and positive in dealing with difficult situations including crisis and conflict	Essential
A motivating and encouraging influence on those around you	Essential
Energy, drive and enthusiasm to ensure the service and all those involved in it thrive	Essential
Committed to continuous improvement and development	Essential
A positive, pragmatic team member	Essential
Committed to learning and training	Essential
Committed to working within the Cyrenians Key Worker Practice	Essential
Committed to service excellence and continuous improvement	Essential
A facilitative approach to handling situations	Essential

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## 5 Terms & Conditions

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Employer: Cyrenians  
Accountability: Cyrenians Board of Trustees (via the Chief Executive of Cyrenians)

<u>Line Manager:</u>	Service Manager
<u>Liaison with:</u>	Cyrenians Communities Team, Social Bite
<u>Workplace:</u>	Edinburgh
<u>Working Hours:</u>	30 to 37 hours per week (to be agreed on appointment) Hours worked will be varying times between 9.00am – 8.00pm and include some weekend days.
<u>Annual Leave</u>	25 days plus 10 public holidays (pro rata if working less than 37hpw))
<u>Salary:</u>	£26,068 - £28,639 per annum (scale points 25 to 28) Starting salary will be at SCP25. Salary will be calculated on pro-rata basis for part time hours.
<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. Applicants must be registered or eligible for registration with the SSSC.

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## **6 Application deadline and Interview dates**

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<u>Closing date:</u>	12 noon on Monday 9 <sup>th</sup> May 2022
<u>Interview date:</u>	Thursday 12 <sup>th</sup> / Friday 13 <sup>th</sup> May 2022
<u>Stage 2 date:</u>	TBC

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