

Job Description

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| Job Title | Support Worker - Stramullion |
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| Core Purpose of Job | The Support Worker will provide positive practical and emotional support to people who use our service that promotes choice and encourages personal responsibility. Establish and maintain effective professional relationships with a range of external services. |
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| Organisational Position | Reporting directly to the Team Leader (Line Manager), the manager is a member of the Management Team, and as such share's responsibility for the leadership of the organisation and the management of staff. |
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| Key Outcomes | |
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| 1 | To provide a quality service to people through effective planning, monitoring, evaluation and review of their requirements in partnership with them. |
| 2 | To provide person-centred support to people who use the service. |
| 3 | To maintain accurate records and case notes on various systems. |
| 4 | To ensure the service complies with standards set by SSSC and meet the contractual and/or regulatory requirements of relevant agencies and stakeholders. |
| 5 | To contribute as an effective team member to the development of the activities of the service. |

| Accountability | |
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| Freedom to act | <p>To work within the framework of, and promote adherence to, Rowan Alba's structure, policies and procedures to achieve best practice with individuals using our services and those commissioning them.</p> <p>Identify development areas within your role and engage with the coaching opportunities within the organisation to support professional development.</p> |
| Risk Management | To be aware of and work within Rowan Alba's Health and Safety policy and to report any issues of concern and in conjunction with the line manager. |
| Level of problem-solving required | <p>Engage with Tenants with varying levels of support needs and challenging behaviours.</p> <p>A desire to learn new skills and experiences relevant to the role and the service.</p> |

| Communication | |
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| Subject complexity and expertise | Establish and develop relationships with a range of groups and individual people with a focus on maintaining the integrity of Rowan Alba Services. Be able to understand the need for both formal and informal relationships to develop in order to cover the scope of this project and its overall aims. |
| Contact inside the organisation | Giving and receiving objective feedback with other staff, one to one, during team discussions and Support and Supervision. |
| Contact outside the organisation | Inter-agency working, communication with Housing Providers, Social Care Direct, Social Workers, private support agencies. |

| Competencies required | |
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| Core Competencies | <ul style="list-style-type: none"> • Promote choice, well-being and the protection of service users from risk of danger, harm or abuse. • To work with service users to develop and deliver person-centred support. • To encourage people who use the service to take an active role in their support and in all decisions relating to them or their support. • To provide support to service users that responds positively to challenging behaviour. • To provide practical assistance for domestic and personal needs to people as required, whilst encouraging personal responsibility and maximisation of personal choice. • To act as an advocate, or facilitate advocacy, where appropriate by acting on behalf of people who use the service. • To promote effective communication and joint working partnership agencies to ensure the best possible outcomes for service users. • To record and report information in accordance with operational guidelines and regulatory requirements. • To promote, monitor and maintain health, safety and security within the working environment. |

Person Specification

| Experience | |
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| Essential | <ul style="list-style-type: none"> • Demonstrate experience in delivering all aspects of the Job Description. • Demonstrate commitment to service user participation • Able to manage and resolve conflict • Able to generate own work and work with minimum supervision. |
| Desirable | <ul style="list-style-type: none"> • Minimum of one years' experience of service delivery within a social care setting. • Experience in homelessness field |

| Knowledge and understanding | |
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| Essential Desirable | <ul style="list-style-type: none"> • Of issues faced by people who use the service. • Understanding of regulatory requirements including SCSWIS and SSSC Code of Practice. • Knowledge of best practice in the provision of support services. • Knowledge of homelessness legislation. • Knowledge and Understanding of DWP and benefits systems. • Knowledge of homelessness and current and future issues affecting the sector. |

| Skills, education, qualifications | |
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| Essential | <ul style="list-style-type: none"> • Good verbal and written skills • Numeracy Skills • IT literate – be competent working with Microsoft Word or equivalent • Able to work under pressure and deliver results • Flexible, creative approach |
| Desirable | <ul style="list-style-type: none"> • SVQ Level (Adults) qualification or willing to work towards it. • Presentation skills |

| Other essential requirements | |
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| Essential | <ul style="list-style-type: none"> • Work effectively with a team; promoting and contributing to effective communication; working effectively in partnership with other professionals and demonstrate a commitment to the ongoing delivery of effective and appropriate service administration. • Ability to establish and sustain trust and confidence with colleagues, service users and the general public promoting and representing Rowan Alba positively and professionally at all levels. |

