

## Job Description

# Community Resilience Worker

**Edinburgh (4 posts) one per locality**

## Innovative New Service

## 3 Years Funding

## Edinburgh Community Resilience Programme

For over 50 years, Cyrenians (a Scottish Charitable Incorporated Organisation (SCIO), registered charity number SC011052) has served those on the edge; working with the homeless and vulnerable to transform their lives.

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 Some Background

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For 10 years Cyrenians have been supporting older people to remain independent by providing a range of services including social support and skilled key-work to address issues relating to housing, finance and health.

Our early work was funded from the ambitions of *The Reshaping Care Strategy 2011-21* focussed upon shifting the balance of care away from acute settings and into communities using preventative methods. Our approaches have evolved over the years and we are very excited to be partnering with Edinburgh Health and Social Care Partnership to launch a new city-wide service **The Edinburgh Community Resilience Programme** inspired by the aims of the Edinburgh Wellbeing Pact for everyone in Edinburgh to have more good days.

A team of Community Resilience Workers will support older people, and those with long-term health conditions, to remain independent at home. Increasing their resilience by meaningfully engaging them in the management of their own health and well-being; reducing the risk of unplanned admissions to acute care settings.

This vibrant, innovative new service is a live example of *system change* in action; it is preventative, holistic, has minimal criteria and seeks to tackle 'what matters most' applying methods in practise including *Participatory Action Research, Making It Clear Framework, Skilled Helper, Trauma Informed Practise, Relationships First Principles and Three Conversations Model*.

The development of the service will be underpinned by participatory action research led by a senior researcher who will employ ethical methods of data collection and analyse intersectoral learning.

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## 2 More about the Community Resilience Worker

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Each Community Resilience Worker will:

Provide **skilled key-work to a varied caseload** visiting people at home and seeking to identify *what matters most* to them with regards to their own health and wellbeing; connecting them to services that can support their independence.

Work **collaboratively with a range of colleagues** across third sector, health, social care and housing aimed at supporting people to remain independent and avoid unplanned admissions to acute care settings; where an un-planned admission does occur enabling timeous transition home again.

Apply a **range of methods in practise**, as outlined earlier, with *Relationships First* as the primary approach and keep up-to-date with best practise informed by attendance at forums such as Edinburgh Pact on a regular basis.

Maintain a **keen eye on the landscape of services** available to support people to remain independent at home and identify gaps where services are unavailable or in such demand that need goes unmet.

Engage in **continuous improvement and development** of the service aligned to the evolving needs of the those engaging with the service.

Support **ethical data collection** in a timely and consistent manner to support the work of QMU throughout the project lifespan.

Community Resilience Workers will have **welfare rights knowledge** and be able to support clients to maximise their income by applying for a range of welfare benefits including Attendance Allowance, Personal Independence Payment, State Pension, Pension Credit, Universal Credit, Housing Benefit etc.

**Excellent knowledge of all local services and community-based resources**, within specified locality, that contribute to resilient communities and support people to remain independent at home.

Linked closely to above act as a **source of information and signposting** to colleagues in NHS/Edinburgh Health and Social Care Partnership and Public Sector settings who, like Cyrenians, seek to deliver more holistic interventions and prioritise utilising solutions alternative to statutory provision.

Work closely with **Cyrenians Golden Years' Service** who have city-wide remit to support older people to increase their well-being and connect with their local communities to build resilience.

Demonstrate **vibrant enthusiasm and commitment** for this new project and support its successful city-wide implementation, show excellent team work ethic, supporting Cyrenians and new colleagues to succeed.

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### **3 Person Specification**

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#### **Knowledge of:**

- Cyrenians vision, mission and core values
- Challenges experienced by older people in maintaining their independence
- Strategy and review relating to best practise in supporting older people to remain independent
- Landscape of services available to older people and where gaps exist
- Need for systemic change in the way we provide services to support older people to remain independent

#### **Experience of:**

- Building trusted relationships with older people in a variety of settings including homes and communities
- Best practice approaches regarding the assessment of client need in determining suitability of services
- Managing a varied caseload of needs and competing demands
- Supporting people to identify changes they wish to make and journeying with them to achieve change ambitions
- Engaging with the welfare system and supporting people to apply for a range of benefits that support them to maintain independent living
- Contributing as an active team member in a busy service, providing and receiving support from colleagues
- Working with other disciplines, applying a key-work approach, to achieve the best outcomes for clients
- Participating as an active member in forums aimed at developing services towards best practise and better outcomes
- Delivering support via a range of methods including in-person, by telephone and digitally

**Skills:**

- Excellent communication and interpersonal skills
- Can develop rapport quickly resulting in trusted relationships
- Skilled in a range of ethical client assessment methods
- Can advocate with confidence on behalf of a client
- Can demonstrate excellent technical and digital know-how
- Skilled in a range of best practise casework methods and approaches
- Agile and responsive to competing and varying demands
- Solution focussed and calm under pressure

**Approach:**

- Collaborative working as part of a team and wider partnership
- Proactive and solution focused
- Able to work autonomously
- A sensitive and professional approach towards clients, volunteers and colleagues, mindful of confidentiality and anti-discriminatory practice
- Critical eye

**Qualifications:**

We recognise a range of qualifications as transferrable to the Community Resilience Worker's role but do not stipulate any one as essential:

- Social Science
- Health
- Psychology
- Community Education
- Occupational Therapy
- Social Work
- Counselling
- Art Therapies

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## **5 Terms & Conditions**

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Employer:	Cyrenians
Accountability:	Cyrenian Board of Trustees (via the Chief Executive of Cyrenians)
Line Manager:	Service Manager
Reporting:	Report against work plan at regular support and supervision meetings
Liaison with:	Other Cyrenians staff, key stakeholders and referral sources within volunteering and older people's network
Workplace:	Edinburgh
Working Hours:	37 hours per week (Mon-Fri) which may include requirement to work occasional evenings and weekends
Annual Leave:	25 days plus 10 public holidays (pro rata)
Salary:	£26,068 - £28,639 per annum (scale points 25-28)

Pension: 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%)

Disclosure: PVG Scheme membership is required

Funding: This post has funding for 3 years.

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

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Closing date: 12 noon on Monday 25<sup>th</sup> July 2022

Interview date: 1st & 2<sup>nd</sup> August 2022

Second stage: 16<sup>th</sup> August 2022

Start date: 3<sup>rd</sup> October 2022

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