

## JOB DESCRIPTION

### JOB TITLE: SUPPORT WORKER

### DEPARTMENT / SERVICE: EYPS

### PURPOSE OF THE JOB

To deliver a visiting housing support service to enable young adults to live as independently as possible in their own homes by helping them to develop practical household skills or to help homeless young adults to find, move and settle into a home.

To provide emotional support, to assist young people to take part in activities that matter to them and help them engage with their community to reduce social isolation.

To develop effective relationships with young people affected by a range of challenges, support them to cope in difficult times and enable them to live what they would call a “good life”. In doing so, to provide emotional, practical and social support to help people to live as independently as possible and make informed choices in all aspects of their lives.

To develop positive relationships with a range of partners, including the Housing officers, TCAC, social work, NHS, benefits agencies and voluntary organisations to extend the breadth and quality of support available to the people we work with.

To evidence their work through up to date records on Microsoft Dynamics and depending on funding other ways of recording; e. g. ECCO Apricot, SDS sheets and EYPS Logsheets.

To maintain professional boundaries in place enabling service users to grow, stay safe and in control of their lives during and after the support has finished.

To be part of a team while managing own caseload independently and being a key worker to people we support. To take part in regular team meetings and receive regular support and supervision.

To participate in a range of learning and development opportunities to enhance experience and skills and improve the quality of our service.

To utilise technology effectively to help deliver the best possible service to the people we support including to create support plans and risk assessments, records of support, monitor outcomes and gather feedback from the people we work with. The majority of this role will involve lone working.

### VALUES

The postholder will be expected to demonstrate LinkLiving’s core values of:

- Empathy (listen to and understand an individual’s needs and circumstances)
- Respect (treat others the way they wish to be treated)

- Integrity (be honest and have strong moral principles)
- Caring (show kindness and concern for others)

## **MAIN AREAS OF RESPONSIBILITY / TASKS**

- Establish supportive relationships with service users based on mutual respect and equality
- Provide support to a range of people with a variety of different needs
- Support and assist service users to set up, maintain and sustain their home including supporting them to access services which will enable them to do this
- Support and assist service users with shopping, cooking, cleaning, budgeting and other household tasks
- Support and assist service users to maximise their income and benefits
- Support and assist service users to apply for and sustain help with housing payments
- Support and assist service users to cope with the responsibilities of a tenancy as well as helping them take responsibility for the safety and security of themselves and their home
- Support and assist service users to plan for their futures using a person centred approach
- Support and assist service users to explore, access and sustain various employability opportunities
- Support and assist service users to improve their wellbeing, mental and physical health
- Support and assist service users to build up local networks in their community, making connections and assisting them to gain new interests and experiences
- Maintain and update records such as records of support, personal outcomes, risk assessments, various Logs and commissioning reporting systems (Ecco Apricot)
- Promote and actively encourage service user involvement
- Liaise with other agencies that may be involved with the service user, advocating on their behalf and accessing professional help if required and appropriate
- To undertake post registration training and learning and develop and maintain knowledge, skills and values
- To carry out other duties, within the scope of the job, including working in other support services if required to meet the needs of the business

## **GENERAL**

As a Support Worker, you will have:

- A commitment to people and ability to develop and sustain relationships
- An active contribution to team working
- A sense of judgement and ability to make decisions and be responsible for them
- Empathy and active listening
- A non-judgemental attitude and ability to bring out the best in people
- An ability to remain focused in the face of conflicting demands
- An ability to problem solve and remain calm in a crisis
- A willingness to embrace diversity and challenge opinions that are exclusive

- Sensitivity and responsiveness to people's emotional and social health
- An ability to prioritise own workload, personally and within a team context
- A proactive approach to your own learning and ability to keep up to date with practice issues/policy/legislation
- Good communication skills in a variety of situations
- A willingness to accept support to reflect on performance and accept feedback from others to ensure competence is maintained

## **RELATIONSHIPS**

- Service Users
- Colleagues, including Link Group business partners
- Managers
- Local Authorities
- Partner Agencies
- Funding Bodies
- Regulatory Bodies
- NHS

You will comply with the Health & Safety Policy, reporting any matters of concern to the Health and Safety Officer, Representative or Line Manager. You will actively promote the Equality & Diversity Policy and practise in all aspects of the job role as it relates to colleagues, tenants, service users, contractors, consultants and external agencies.

## **ACCOUNTABILITY**

This post is accountable to the Service Delivery Manager.

## PERSON SPECIFICATION

VALUES	ESSENTIAL	DESIRABLE
Empathy (listen to and understand an individual's needs and circumstances)	√	
Respect (treat others the way they wish to be treated)	√	
Integrity (be honest and have strong moral principles)	√	
Caring (show kindness and concern for others)	√	
EDUCATION & QUALIFICATIONS	ESSENTIAL	DESIRABLE
Willingness to work towards and achieve an appropriate qualification recognised by the Scottish Social Services Council (SSSC) to achieve and maintain registration with a regulatory body	√	
SVQ 3 Social Services and Healthcare at SCQF Level 6 or able to achieve qualification within required timescales	√	
KNOWLEDGE / EXPERIENCE & SKILLS		
Knowledge and understanding of the issues affecting service users		√
Building equal and positive relationships with people	√	
Demonstrate an understanding of working with people to include them and tackle exclusion	√	
Experience of working with vulnerable people, e.g. people with learning difficulties, mental health difficulties, people who are homeless or at risk of becoming homeless		√
Demonstrate a sound working knowledge of Child Protection legislation and processes.		√
Experience of working with people with complex needs, e.g. people with drug and alcohol dependencies, a history of offending, homelessness, experience of local authority care and trauma.		√
Experience of supporting people to develop independent living skills		√
Good personal computer skills and the ability to use technology efficiently to maintain and update records	√	
GENERAL / OTHER		
An ability to accept support to reflect on performance and accept feedback from others to ensure competence is maintained		√
Meet the requirements of registration with Protection of Vulnerable Groups Scheme check	√	
Flexible, practical, proactive and reliable approach. Able to work flexible hours including evenings, weekends and public holidays if required	√	
It is a requirement for employees working in regulated roles to achieve and maintain registration with an appropriate regulatory body, e.g. SSSC, within 6 months of commencing employment in post. SSSC registration in this post is as a Support Worker in a Housing Support and/or Care at Home Service	√	

<b>COMPETENCY MANAGEMENT FRAMEWORK</b> <b>ALL ARE ESSENTIAL AND WILL BE ASSESSED AT THE INTERVIEW STAGE</b>
<p><b>COMMUNICATION</b></p> <p>Communicates ideas and information effectively, both verbally and in writing, ensuring messages are clear and understandable. Shares information openly and encourages a two way dialogue. Use appropriate language and style that is both relevant to the situation and to the people being addressed.</p>
<p><b>CUSTOMER CENTRED APPROACH</b></p> <p>Puts the person at the heart of the service and is able to understand both internal and external customers and service users' needs. Recognises that customers and service users are unique. Takes personal responsibility for securing the satisfaction and well being of customers and service users. Shows perseverance and innovation in resolving problems. Encourages and maintains open, positive relationships with a wide range of people. Listens and communicates assertively to ensure mutual understanding.</p>
<p><b>INNOVATION</b></p> <p>Constantly strives to evaluate, question and improve how things are done. Views improvement as a continuous process. Creatively explores and applies innovative approaches to improve the quality and delivery of services.</p>
<p><b>LEADERSHIP</b></p> <p>The ability to lead, inspire and encourage others to meet business objectives whilst providing a clear vision and sense of purpose in all activities. Actively participates and contribute towards Project Teams, Committees and other working groups. Is supportive of colleagues, including secondees, placements and new employees.</p>
<p><b>PERSONAL EFFECTIVENESS</b></p> <p>Takes personal responsibility for making things happen and achieving results. Presents ideas clearly and persuasively. Willing to take responsibility in challenging circumstances or when things go wrong. The ability to recognise and control own emotions and to respond to situations objectively, even when under pressure. The self-confidence and flexibility to adapt own response to suit the needs of the situation or to respond flexibly depending on the other persons approach.</p>
<p><b>PROBLEM SOLVING AND REASONING</b></p> <p>The ability to identify and resolve problems by gathering and analysing information from a range of sources, and make informed and effective decisions. Draws appropriate conclusions and considers the consequences of these decisions. Ability to work effectively within a team.</p>
<p><b>INFORMATION SYSTEMS</b></p> <p>A functional understanding of Link's core information communication technology – including Microsoft Office systems. An ability to access and use personal computer software for effective communication and the management of information. Has a basic knowledge of PCs, including keyboard skills and will take active steps to update personal computer literacy skills and to support others when required.</p>
<p><b>WORKING TOGETHER</b></p> <p>Willingness to participate and contribute effectively to the team effort. Will put own interests aside when appropriate to meet the needs of the team. Takes positive action to build the team and works through conflict to achieve resolution. Makes other team members feel valued. Knows what their team aims to achieve, their role and the part they play and takes positive action to build the team mentors/coaches new employees.</p>

## TERMS AND CONDITIONS OF EMPLOYMENT

Noted below is a summary of the general terms and conditions of employment of LinkLiving employees. Those quoted apply to full-time posts and part-time staff will be eligible to receive the same employment terms on a pro-rated basis. Employees on fixed term contracts are also eligible, subject to the restriction of their contract. An individual contract may determine additional terms particular to that appointment and employees should also refer to their own contract of employment.

### Hours

Full-time, 37.5 hours per week, usually Monday to Friday, but requires flexibility around the needs of the service.

### Contract

The post is permanent

### Salary

Placement within the salary range will be dependent on a number of factors including skills and experience.

Progressing through the salary range will be determined by an assessment of individual performance against an agreed Job Plan and following a recommendation made to the Management Team at each performance year-end.

Support Worker Salary Range £20,475 - £21,593 per annum pro rata (dependent on skills & experience).

An Inflation-Related Pay Award is normally awarded annually in April.

### Annual Leave

35 days pro rata per annum (including public holidays) rising to 38 days after completion of three years' service.

### Pension

Link is required by law to automatically enrol eligible employees to its pension scheme.

Auto-enrolment rates from 1 April 2019 are:

- Link: 5% of basic salary
- Employee: 3% of basic salary

Employees can opt to increase their contributions:

Employee:	4%	5%
Link:	6%	6%

### Travel

LinkLiving will support eligible employees employed by LinkLiving and providing support to service users across a geographical area where a bus pass is the most cost-effective means of travel, with the cost of a monthly bus pass. Eligible employees can claim for the cost of a monthly bus pass through iTrent Self Service. Reimbursement will be made through payroll and tax and national insurance contributions deducted. Claims for annual bus passes will not be authorised.

Use of your own car for business mileage, where authorised, will be reimbursed at a rate of 45p per miles. LinkLiving adopts the Inland Revenue approved mileage rate system.

### On-Call

Where an on-call rota is in place, a separate allowance of £20 will be paid per shift.

### Time Back

There is a time back arrangement for additional hours worked in excess of the contracted hours.

### Probationary Period

There is a 6-month probationary period, which may be extended to 9 months following consultation with individuals.

### Support and Supervision

You will have regular support and supervision meetings with your line manager

### Smoking

All Link group offices operate a NO SMOKING POLICY – you may have to work with service users who smoke.

### Health Care Cash Plan

A non-contributory Healthcare Cash plan scheme for employees and children under 18 years old. [Option to include partners]

## Protecting Vulnerable Groups Scheme (PVG) Information for applicants who wish to work with Link

People who work on a regular basis with vulnerable groups will be required to join the Protecting Vulnerable Groups (PVG) Scheme. This Scheme replaces the Enhanced Disclosure Scotland checking process for organisations and it is a mandatory requirement of working within Link.

As well as strengthening safeguards for children, the PVG Scheme will improve protection for adults because, for the first time in Scotland, there will be a list of those who are barred from working with protected adults - there is already a list of those who are barred from working with children. A protected adult is a person, aged 16 or over, who receives one or more type of care or welfare service either regularly or for a short period of time.

People who work, on a regular basis, with vulnerable groups will join the PVG Scheme and from then on, their membership records will be automatically updated if any new vetting information arises. Vetting information is conviction information retrieved from criminal justice systems and nonconviction information held by the police that is considered relevant.

Link will meet the cost of any new PVG scheme membership or scheme record update.

For further information please refer to the disclosure Scotland website - <http://www.disclosurescotland.co.uk/pdf/protecting-vulnerable-groups-scheme.pdf>