Support Worker

Job Title - Support Worker

We have a range of accommodation services in Glasgow which provide intensive support to people who are seeking homelessness support across the city.

Accommodation service Hours - 37.5hrs (Rolling rota over 7 days with expectations to do night shifts/sleepovers) This will be based in one of our accommodation services across Glasgow.

Salary - £21,860 – £23,899 FTE.
Reports to - Service Leader

Introduction

People are at the heart of who we are and what we do. Day-by-day, person-to-person, we tailor what we offer to what people need. We're here to provide consistent, friendly and informed support so that people can explore options and take 'the next step' towards a positive future. We welcome people with a wide range of skills and experiences to our team, particularly if your personal experience provides invaluable additional insight for your colleagues and a credible, empathetic link for the people we support. To make a difference we need to work flexibly, with everyday-leadership, humour and a 'can do' spirit. We want to **make it easy**, **make it right**, and **make it happen** – not only for the people we support, but also for each other. Our #OneTeam ethos is core to who we are, and it means caring for and supporting each other regardless of our role, service or location. This is how we roll. We want people who share these values to join us and become a part of the Simon Community Scotland family.

Job purpose

We support people with exceptional needs and we need exceptional people to help us. At Simon Community Scotland, we are wholly focused on supporting people to be safe, to get off the streets and into accommodation where we continue to provide support to help them stay safe. Our values matter to us and we are looking for people who share those, who are committed to making a positive difference, and who are skilled in relating to people and working in a person-centred way to support resolution and recovery from homelessness.

Responsibilities

You will report to your Service Lead and work in harmony with all other teams within the wider Glasgow locality as well as the wider organisational teams, and will look outward to develop your practice area in partnership with all stakeholders.

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Support Workers will provide positive practical and emotional support to people who use the service that focuses on goals, promotes choice and encourages personal responsibility. Support Workers will also establish and maintain effective professional relationships with a range of external partners to ensure support to service users is coordinated and in agreement with identified care plans.

- To work with service users to develop and deliver person-centred support plans that achieve the best possible outcomes for people who use the service.
- To encourage people who use services to take an active role in their support and in all decisions relating to them or their support.
- To participate in the monitoring and evaluation of services provided to people who use the service.

- Be responsible for the service, ensuring a supportive, homely and safe environment is maintained along with a daily staff presence.

We ask for your compassion, creativity, flexibility, eternal optimism and positive approach as well as a commitment to living the values of our organisation with your colleagues, partners and crucially with the people we support.

Warmth and Regard
- Have an understanding of trauma informed responses
- Recognising and valuing everyone (Equality and Diversity)
- Treating people with kindness, dignity and respect
- Acting with compassion
- Showing warmth and welcome to everyone
- Taking difficult decisions sensitively and with due regard to others
- Taking a calm, professional and intelligent approach to stigma

Inclusion and Participation
- Provide individual and, where possible, group work support.
- Encouraging the participation and inclusion of people we support
- Exploring choices and options with people we support or fellow colleagues
- Making things easy for others
- Embracing technology in delivering your role*
- Supporting clients, staff and volunteers to become digitally included*

Personalised and Creative
- Innovation and creativity
- Helping to find solutions that are a good fit for someone, irrespective of who they are or the problem they have
- When someone isn't at their best, quickly recognising there's probably something else going on, and finding ways to respond with care

Supportive and Ambitious
- Provide high quality accommodation and housing related support to vulnerable people.
- Ensure that our service users are provided with a safe, supportive and welcoming environment to support them in creating a vision for change, gain independence skills with the ultimate goal of sustaining tenancies, and access appropriate move-on accommodation.

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- Helping to bring hope through our words and actions
- Helping to build trust
- Being supportive and showing care

Partnership and Collaboration
- Fostering positive relationships with our partners
- Building team togetherness and collaboration to achieve the best outcomes
- Fostering a positive problem-solving vibe

Leadership and Learning
- Making things happen
- Motivating and inspiring others
- Taking time to reflect on what's working and what isn't
- Taking care of our 'places and spaces' so they feel tidy and welcoming
- Asking for help and learning to do things better
- Playing an active role in our social media strategy*

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*These **core digital responsibilities** are part of every role at the Simon Community.

- **Digital inclusion is embedded as part of our service delivery.** Some of the people we support have little experience and knowledge of the internet and using email. If you are in a frontline role, you will be expected to help them connect, understand and be safe, and promote digital inclusion for people unable to access the benefits of the online world. As a team member, you are also expected to be an 'active learner' yourself and support colleagues' digital learning (e.g. sharing tips or advice on using our systems), so that we all get better at using digital tools.

- **Our digital platform is a key part of our working environment.** Our operating platform is **GSuite**, a cloud based system that will allow you to share files, collaborate, communicate, meet and access the organisation remotely. We will provide you with a Chromebook and android smartphone to do this. Our **Management Information System** (MIS) is Netsuite. You will be trained in using Netsuite and its application. We have a **team intranet** – the IMPACT Platform – for updates, resources and 'all things Simon'.

- **Sharing our work publically helps to change society's misconceptions about homelessness and generate support.** We use various forms of social media to inform, communicate, gather support and share what we do including websites, youtube, Twitter, Facebook and Instagram. We expect everyone to share what we do through various media outlets – e.g. helping to create blogs, videos, social media posts, information pieces and news items. This helps people understand what we do better understand homelessness. This helps grow public empathy for people we support. We also get a huge amount of support from people and organisations so we want to share what we do as a result of that support.

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Person Specification

Job Title: Support Worker - North Lanarkshire

	Essential	Desirable	Proven by
Training and qualifications		● SVQ3 Health and Social Care, Social Work or Nursing qualification or willingness to work towards	Application Certificates
Experience		● Experience of working in the homelessness sector ● Delivery of trauma-informed care/ PIE ● Minimum of one year's experience in a social care setting	Application References
Knowledge and Skills	● Strong ability to manage conflict ● De-escalation skills ● Strong verbal and written communication skills ● Numeracy skills ● Good digital skills	● Knowledge of homelessness, and current and future issues facing the sector ● Demonstrable transferable skills with good knowledge and understanding of the issues facing people in homelessness services ● Understanding of homelessness legislation ● Knowledge of welfare benefits entitlements and how to access ● Knowledge of local health, housing and social care services	Application Interview References
Personal	● Commitment to Simon Community Scotland's values ● Strong relationship building and interpersonal skills ● Positive, solution focused approach ● A 'can-do' approach and demonstrable commitment to supporting people to feel safer		Application Interview References

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	● Effective team worker ● Ability to work under pressure and achieve results ● Willingness to learn and to drive own development ● Approach that allows delivery of the responsibilities outlined in the job description ● Demonstrable awareness of the importance of self care routines		5