

## **JOB DESCRIPTION**

**JOB TITLE: SUPPORT WORKER**

**DEPARTMENT / SERVICE: STEPS TO SUCCESS, GRANGEMOUTH**

### **PURPOSE OF THE JOB**

Your main role will be to support care experienced young people to create a home, offering practical, emotional and social support to assist them to develop the skills necessary for successful independent living. You will need to be able to develop warm and effective relationships with service users, supporting them to cope with their lives in a positive and planned way so that they feel valued and supported and in control of their own lives.

You will ideally have some experience of multi-agency working, housing support/care at home systems and knowledge of the challenges faced by care experienced young people.

### **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
- Be responsible for a number of co-work and key work relationships; identifying needs, assessing risks, planning and reviewing support with service users with a variety of complex needs.
- Liaise with co-workers providing range of support to service users with different and complex needs.
- Participate in a rota for the service, including provision of waking night shifts
- Support and assist service users to set up, maintain and sustain their home
- 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 pay rent, council tax and bills
- 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 access services that will help them to maintain their homes
- Support and assist service users to build up local networks in their community, making connections and assisting them to gain new interests and experiences
- Be responsible for developing and maintaining records such as contact notes, needs assessments, risk assessments, support plans, review notes etc
- Liaise with other agencies that may be involved with the service user, advocating on their behalf and accessing professional help if required and appropriate
- Promote and actively encourage service user involvement
- Provide supportive feedback to colleagues regarding practice and share knowledge where required.
- Have and be able to share knowledge of multi-agency working
- Attend/contribute to multi agency meetings in relation to individuals support requirements.
- To carry out other duties, within the scope of the job, and to meet the needs of the business.

## **ESSENTIAL SKILLS**

- A commitment to people and ability to develop and sustain relationships
- An active contribution to team working
- A sense of judgement and ability to take decisions and be responsible for them
- Empathy and active listening
- Non-judgemental attitude and ability to see people's gifts
- Ability to remain focused in the face of conflicting demands
- Ability to problem solve and remain calm in a crisis
- Willingness to embrace diversity and challenge opinions that are exclusive
- Sensitivity and responsiveness to people's emotional and social health
- 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
- An ability to reflect on practice and performance and ensure competencies are maintained.
- An ability to actively seek feedback regarding performance from service users and other professionals
- Ability to meet contractual obligations i.e. the use of monitoring systems

## **KEY COMPETENCIES**

### **ESSENTIAL**

- Building Relationships
- Person centred working
- Learning and development
- Information systems
- Communication
- Teamwork
- Empathy
- Customer service
- Personal effectiveness

### **RELATIONSHIPS**

- Service Users
- Team Leader
- Colleagues
- Managers
- Local Authorities
- Partner Agencies

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 practice 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 Team Leader

## 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 ability to gain qualification within required timescales                                                                         | ✓         |           |
| KNOWLEDGE / EXPERIENCE & SKILLS                                                                                                                                                            | ESSENTIAL | DESIRABLE |
| Knowledge of issues affecting people who are excluded and marginalized                                                                                                                     | ✓         |           |
| Understanding of the issues affecting service users                                                                                                                                        |           | ✓         |
| Knowledge of social care and housing issues                                                                                                                                                |           | ✓         |
| Knowledge of welfare rights; benefits; procedures and entitlements                                                                                                                         |           | ✓         |
| Relevant experience of working with people who have experienced social exclusion (in a voluntary or paid capacity)                                                                         |           | ✓         |
| Building equal and positive relationships with people                                                                                                                                      | ✓         |           |
| Using a person-centred approach                                                                                                                                                            | ✓         |           |

| GENERAL / OTHER                                                                                                                                                                                                                                                                       | ESSENTIAL | DESIRABLE |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|
| An ability to accept support to reflect on performance and accept feedback from others to ensure competence is maintained                                                                                                                                                             |           | ✓         |
| Ability to be able to travel between services as required                                                                                                                                                                                                                             | ✓         |           |
| Meet the requirements of registration with Protection of Vulnerable Groups Scheme check                                                                                                                                                                                               | ✓         |           |
| Flexible, practical and reliable approach. Able to work flexible hours including evenings, waking nights, weekends and public holidays                                                                                                                                                | ✓         |           |
| 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 Service | ✓         |           |
| Advocating on behalf of others                                                                                                                                                                                                                                                        |           | ✓         |
| Use of person-centred planning tools                                                                                                                                                                                                                                                  |           | ✓         |
| Working with people in their own home                                                                                                                                                                                                                                                 |           | ✓         |
| Working with vulnerable young people, people with learning difficulties, people with mental health difficulties, people with a history of offending behaviour, people with drug or alcohol issues or people who are homeless or at risk of becoming homeless                          |           | ✓         |

| COMPETENCY MANAGEMENT FRAMEWORK                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | ALL ESSENTIAL AND WILL BE ASSESSED AT THE INTERVIEW STAGE |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|
| <b>COMMUNICATION</b><br><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>                                                                                                                                                                                                                |                                                           |
| <b>CUSTOMER CENTRED APPROACH</b><br><p>Puts the person at the heart of the service and is able to understand both internal and external customers and service users' needs. Takes personal responsibility for securing the satisfaction and wellbeing of customers and service users. Encourages and maintains open, positive relationships with a wide range of people. Listens and communicates assertively to ensure mutual understanding.</p>                                                                                                     |                                                           |
| <b>INNOVATION</b><br><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>                                                                                                                                                                                                                                                                                               |                                                           |
| <b>LEADERSHIP</b><br><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>                                                                                                                                                                                    |                                                           |
| <b>PERSONAL EFFECTIVENESS</b><br><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 and prioritise depending on the other persons approach.</p> |                                                           |
| <b>PROBLEM SOLVING AND REASONING</b><br><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. Willingness to participate and contribute effectively to the team effort. Will put own interests aside when appropriate to meet the needs of the team.</p>                                                                                                         |                                                           |

**INFORMATION SYSTEMS**

A functional understanding of Link's core information communication technology – including Microsoft Office and database 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.

**WORKING TOGETHER**

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.

## 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, on a rota basis including nights, 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 (dependent on skills & experience).

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

### Annual Leave

35 days pro rata per annum (including 10 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.

In order to become a member of this scheme for the first time the cost is £59. Should you be successful in securing a post with Link it will be expected that you will meet the registration cost.

If you are already an existing PVG scheme member, Link will meet the cost to update your application.

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