

Job Description

Key Worker, Housing First Borders Outreach Service

Full time. Fixed term until 30th September 2023

For over 50 years, Cyrenians has tackled the causes and consequences of homelessness. We understand that there are many routes into homelessness, and that there is no 'one size fits all' approach to supporting people towards more positive and stable futures.

That's why all our work is values-led and relationships-based. We meet people where they are, and support them towards where they want to be. Our Vision is an inclusive society in which we all have the opportunities to live valued and fulfilled lives.

Our way of working is built on our four core values, which are at the heart of all our work and decisions:

Compassion | Respect | Integrity | Innovation

[Read more about us and our values](#)

[Read about our strategic aims](#)

1 About Cyrenians

Cyrenians provides a range of activity aimed at improving the lives of those who experience severe and multiple needs. We want to do more and we want to do it in the following three ways:

- Better understand the causes, extent and impact of severe and multiple needs.
- Develop new and innovative ways to relate to people with complex needs, including the offer of specific interventions
- Use our learning to influence wider system change

Cyrenians Outreach Services have a remit to work with people who experience severe and multiple disadvantage, and do so using a relationship-based approach. Our service interventions are:

- Housing First
- Health and homelessness
- Assertive Outreach and Peer work
- Policy and Participation

The Housing First pilot aims to support people with long histories of homelessness to access a permanent home and to receive the support they need to remain there. The Borders Housing First Service has been commissioned by the local authority to help people with long histories of homelessness to access a permanent home and to receive the support they need to remain there.

The full time Key Worker has a caseload of 7 people, and ensures they have the support they want and access to the resources they need to move into and maintain their home.

2 About Cyrenians Key Work

Key Workers are staff whose primary role is to work with an allocated case load of service users. The main function of the role is to provide regular support that helps people to manage and/or move on from a difficult situation.

Key Work within Cyrenians means providing 1:1 support in line with our values and linked to evidence-based practice.

Our attitude

Our attitude is closely aligned to the Housing First principles - housing is a basic right and service and engagement should be based around an individual's choice. We respond to the whole person rather than just the evident or presenting problem. We are creative and look for opportunities and ways to work with people as the responsibility for engagement is our own and not our clients.

Our style

The people we work with have had multiple failed tenancies and often know the range of traditional support approaches better than staff do. Therefore, we need to be flexible, creative and use initiative to open opportunities to build relationships and make the Housing First service feel genuine and different from what has gone before.

Our practice

We are approachable, skilled, knowledgeable, person-centred, flexible, tolerant and understanding. We are tenacious and persistent in the offer of help and, if we are not able to provide what is needed, we will guide people to those who can. We provide intensive case management to assist people with the other obligations and professional relationships they want to link in with. Above all, we do what we say we will do and provide a reliable trustworthy contact for people.

3 Key Responsibilities

Develop 1:1 relationships with clients which establish respect and trust

- Liaise with other support workers and participate in relevant meetings to understand the clients other obligations
- Find and make contact with your client
- Give your client your time
- Make yourself available to accompany clients to meetings and appointments
- Maintain contact with clients who are not regularly engaging in the service, with a view to drawing them back in.

Support the obtaining and maintenance of tenancy

- Support the client to have identify their wants for housing e.g. location
- Link in and establish close working relationships with Housing providers
- Accompany the planning and execution of all tasks associated with moving into a tenancy
- Support the client to understand their tenancy agreement and their responsibilities as a tenant
- Support the client to understand the responsibilities of their landlord
- Respond promptly to any concerns of tenant, housing officer, landlord or wider community.

Assist the transformation of a tenancy to a home

- Support any actions needed to make a flat a home e.g. decorating, furnishing
- Support the use of personal budgets
- Identify any interests or likes of client that can be incorporated
- Assist healthy interactions with neighbours

Participate in all aspects managing and monitoring the service

- Participate in service planning meetings and reviews
- Maintain individual work plan which is consistent with the overall service plan
- Participate in annual appraisal and supervision sessions
- Undertake training which is appropriate to the project's needs.
- Submit time sheets and other similar information efficiently
- Comply with systems to record case notes and client contact
- Undertake other tasks as required by the senior management team

Knowledge

- Maintain a generalist knowledge of the welfare system
- Keep up-to-date on the development of Housing First Scotland
- Attend relevant networking meetings, conferences and events
- Support a system of knowledge exchange within the team to ensure best practice

Monitoring and Evaluation

- Participate in learning/training associated with monitoring and evaluation
- Ensure Cyrenians reporting systems are embedded into the service and are maintained
- Regularly monitor and report on activity in line with the charity's systems

4 Person Specification

Values and attributes	
Positive outlook, self-motivated and flexible	Essential
Ability to demonstrate resilience in dealing with emotions and distress	Essential
Committed to supporting those who face disadvantage or stigma	Essential
Committed to the demonstration of respect and compassion towards those we work with.	Essential
Organised and dependable.	Essential
Committed and enthusiastic about ability to bring about change	Essential
Knowledge and Experience	
Experience of working within Homelessness, Social Work, Health or a related field	Essential
Ability to work in partnership with other organisations	Essential
Demonstrable understanding of challenges faced by those moving into a new home	Essential
Ability to work autonomously to plan workload, meet deadlines and also work as part of a wider team.	Essential
Full UK Driving Licence and Access to a Car	Essential
Ability to use IT systems to produce written reports	Desirable
Excellent written and verbal communication skills	Desirable
Knowledge of local services and networks in the local area	Desirable

5 Terms & Conditions

<u>Employer:</u>	Cyrenians
<u>Accountability:</u>	Cyrenians Board of Trustees (via Cyrenians Chief Executive Officer)
<u>Line Manager:</u>	Housing First Borders Service Manager
<u>Liaison with:</u>	Cyrenians Outreach Services, Borders Council, Borders Housing Providers
<u>Workplace:</u>	Travel within Scottish Borders/ some home working
<u>Working Hours:</u>	Full time, 37 hours per week, with flexibility to work some evenings and weekends if required
<u>Annual Leave</u>	25 days plus 10 public holidays pro rata
<u>Salary:</u>	£23,074 - £25,802 pro rata per annum (scale points 20 to 24).
<u>Pension:</u>	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%)
<u>Duration:</u>	Fixed term until 30 th September 2023
<u>Disclosure:</u>	PVG membership required

6 Closing Date and Interviews

Recruitment for this role opened on 06/01/2023. There is no set closing date. We will review applications as they are received and arrange to meet with candidates that we wish to take forward (usually within 7-10 days from receipt). This vacancy will be closed once we have appointed.

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

Further information can be found at www.cyrenians.scot