

Job Description

Key Worker, Social Bite Village

Cyrenians Communities

Full time, 37 hours per week

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 General

Providing a home for up to 16 people affected by homelessness, the Village was founded by Social Bite who partnered with Cyrenians to provide the on-site housing support. Cyrenians pioneered community living almost 50 years ago and our model and values-led ethos is still relevant today.

The purpose of the village is to offer a person-centred approach that supports Community members to live, learn and develop together.

Our unique approach to supported accommodation helps people to develop their skills through ongoing support and opportunities for personal development, with the key outcomes being:

- To significantly increase the ability of people to live more independently in the future including reducing and, where possible, ending dependency on housing support and welfare
- To increase the contribution people want to and can make to wider society through volunteering and, if possible, formal work experience, training and education
- To improve the ability of people to access community resources and networks such as libraries, GPs, social activities etc.

This role requires a highly motivated and dynamic individual who has experience of supporting individuals who have been directly affected by the tough realities of homelessness. You will be passionate about enabling potential and supporting individuals to identify key goals on a journey towards positive change and independent living.

2 What is Cyrenians key work?

Within social care settings, Key Workers are usually described as 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 which helps people to manage and/or move on from a difficult situation.

Key Work within Cyrenians means providing 1:1 support in a way which is in line with our values, and linked to evidence based practice.

Our attitude

We treat people with the respect of equals (adult to adult) and don't reject people for the labels they wear. We respond to the whole person rather than just the evident or presenting problem.

Our style

We work with people, rather than 'at' them or 'for' them; preferring where possible to work 'at the shoulder' rather than from the other side of a desk. We are always looking to empower and enable – ie we help people to help themselves rather than create dependency.

Our practice

We are skilled and knowledgeable, person-centred, flexible, tolerant and understanding. We are tenacious in the offer of help and, if we are not able to provide what is needed, we will guide people to those who can.

To provide further clarity and a set of tangible "tools for the job" we have adopted a well-respected and recognised theoretical framework - Gerard Egan's "The Skilled Helper" which is used commonly in both coaching and counselling settings in the UK and US. The model encourages key workers to ask three simple questions of service users:

1. 'What is going on?'
2. 'What do I want instead?'
3. 'How might I get to what I want?'

This way of working requires more than a written document. Therefore, Cyrenians provides training for all frontline practitioners offering support to clients. This includes:

- The "attitude", style and practice described above
- Professional boundaries between worker and service user

- Raising self-awareness and reflections on practice
- Subject based issues likely to arise in key work such as awareness of alcohol, mental health, substance misuse etc.

3 Tasks and Responsibilities

Provide Housing Support

- Use our Key Worker practice model approach (as described above) to conduct a thorough assessment of each potential community member
- Ensure a full induction for new village members
- Provide regular support sessions to assess progress against planned milestones and goals, demonstrating distance travelled
- Ensure robust planning and support is in place for residents when they move on from the village
- Work closely with staff and volunteers to create a pleasing and supportive environment for all
- Support the Service Manager and Senior Key Worker to market the service to key providers towards achieving and retaining full occupancy

Champion the theory and operate to the required practice associated with the Community model

- Use a facilitative approach to support the life of the community including development and delivery of a well-being programme
- Support the development of additional activities and therapeutic interventions as funding and resource opportunities arise
- Ensure full involvement of all community members in the planning and running of community life. Maintaining a schedule of regular meetings and/or planning sessions to achieve this.
- Link with staff within Social Bite to ensure there are opportunities for volunteering, training and work experience for residents
- Work with the Service Manager and Senior Key Workers to assess and manage the risks associated with behaviour that challenges. Respond positively to any issues to support residents to maintain their tenancy
- Encourage Community members to participate fully in village decisions

Enabling Participation

- You will actively support the delivery, evaluation and development of a Well Being Programme that provides an environment for residents to learn independent living skills such as cooking, money management, lifestyle balance and more.
- You will encourage community members to participate in community life and to make their voices heard in key decisions about the Village.
- You will work with residents to develop informal social and recreational activities that will enhance village life and well-being.
- Support residents to keep to new commitments such as volunteering, learning, and training

Volunteer Management

- Support the Senior Key Worker and colleagues to develop a team of volunteers to support and enhance community life
- Identify roles and follow a recruitment, training and retention strategy
- Offer support and supervision to volunteers as appropriate

Knowledge

- Maintain a generalist knowledge of the welfare system
- Keep up-to-date on policy in housing support
- Attend relevant networking meetings, conferences and events
- Engage with 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 maintained
- Regularly monitor and report on activity in line with the charity's systems

Participate in Cyrenians annual planning cycle towards continuous improvement

- Contribute to the service planning process
- Work within service policies and procedures, ensuring best practice
- Contribute to the development of new activities

On Call

You will also be required to take part in an out of hours on-call rota system for which a separate payment will be made. This will not exceed one week in four.

4 Person Specification

Knowledge and Experience	
Excellent interpersonal skills	Essential
Knowledge of issues that lead to or affect homelessness	Essential
Experience of being part of the set-up/ establishment of a new service(s)	Essential
At least 2 years of experience working with vulnerable people, people with experience of mental health problems and people with experiences of substance misuse in one to one and group settings	Essential
Group work skills including facilitation, team building and personal development activities	Essential
Conducting client assessments leading to individual plans with set milestones regularly reviewed to enable move on	Essential
Following policies and procedures to implement best practice	Essential
Use of organisational systems to monitor progress and	

demonstrate impact	Essential
Commitment to quality assurance and high standards in service delivery	Essential
Skills	
Excellent IT skills	Essential
Excellent organisational skills	Essential
Liaising with referring organisations and other professional networks	Essential
Good written communication skills	Essential
Qualifications and training	
SVQ level 3 or above, or an equivalent qualification. We will consider applicants currently working to (or willing to) achieve this qualification.	Essential
Counselling, facilitation, mediation or coaching qualification	Desirable
First Aid training	Desirable
Values and attributes	
Passionate about enabling vulnerable people to overcome problems and reach their potential	Essential
Calm, strong and positive in dealing with difficult situations including crisis and conflict	Essential
A motivating and encouraging influence on those around you	Essential
Energy, drive and enthusiasm to ensure the service and all those involved in it thrive	Essential
A positive, pragmatic team member	Essential
Committed to learning and training	Essential
Committed to working within the Cyrenians Key Worker Practice	Essential
Committed to service excellence and continuous improvement	Essential
A facilitative approach to handling situations	Essential

5 Terms & Conditions

<u>Employer:</u>	Cyrenians
<u>Accountability:</u>	Cyrenians Board of Trustees (via the Chief Executive of Cyrenians)
<u>Line Manager:</u>	Senior Key Worker
<u>Liaison with:</u>	Cyrenians Communities Team, Social Bite Village
<u>Workplace:</u>	Granton, Edinburgh
<u>Working Hours:</u>	Full time, 37 hours per week Hours worked will be varying times between 8am – 10pm and may include some weekends.
<u>Annual Leave</u>	25 days plus 10 public holidays
<u>Salary:</u>	£23,074 – £25,802 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 –

Disclosure and
registration:

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%)
PVG scheme membership required.
Applicants must be registered or eligible for registration with the SSSC.

6 Application deadline and Interview dates

Recruitment for this role opened on 02/02/2023. 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.

Stage 2 date: TBC

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