

JOB DESCRIPTION

JOB TITLE: HOUSING PROJECT WORKER

SERVICE: LinkLiving PSL Outreach and Advice Service

LOCATION: Edinburgh

PURPOSE OF THE JOB

The purpose of the job is to support people with complex needs living in temporary accommodation through the provision of opportunities to enhance both their independent living skills and to support tenancy sustainment. You will offer advice and guidance in relation to benefits as well as supporting tenants who have no recourse to public funds referring to appropriate organisations as required. Provide information in relation to employment and training that would benefit the tenants you work with, making referrals where appropriate. You will work closely with the Private Sector Leasing team as well as your LinkLiving colleagues to provide a service that meets the needs of the tenants.

You will be responsible for supporting PSL tenants by providing high quality one to one support creating a plan with achievable goals. The level and content of the support you will provide will be tailored to meet the needs of each individual, both in terms of frequency and content. You will be expected to work with minimum supervision.

MAIN TASKS

- Provide short term intensive housing management to tenants with complex needs (Chaotic lifestyles; hoarding; mental health issues etc)
- Develop positive relationships with PSL staff to achieve shared goals for tenants to increase tenancy sustainment
- Provide supervisory support to individual tenants setting realistic and achievable targets with them to enable progress against individual objectives
- Knowledge of benefits systems to support tenants with applications
- Support tenants with benefit appeals up to mandatory reconsideration
- Application for grant funding and source other means of supporting tenants living in poverty (Foodbanks, fuel vouchers)
- Support tenants with debt management referring to specialist services if required
- Support tenants moving into permanent accommodation
- Provide support to tenants who have no recourse to public funds referring to appropriate services as required
- Monitor the day to day running of the project
- Refer tenants for employability support where appropriate
- Use of client management systems to record individuals progress keeping detailed notes and outcome monitoring
- Develop partnerships with other agencies and training providers to identify, develop and progress client opportunities
- Collect and analyse data to monitor and evaluate the quality of service delivered against agreed criteria and in conjunction with the service outcomes
- Contribute to practice and policy development ensuring they are grounded in the organisation's strategy and values.

- Active involvement in own learning and development keeping up to date with current thinking in employability and applying this in the development of innovative practice.
- Represent LinkLiving in a professional manner at all times and ensure that an efficient and courteous service is provided.
- Undertake any other duties as directed by line manager

RELATIONSHIPS

- LinkLiving Mental Health & Wellbeing team
- PSL team
- Clients
- Colleagues, including other LinkLiving staff, and Link Group business partners
- Local Authorities
- Partner Agencies

ACCOUNTABILITY

- This post is accountable to the Team Leader - Mental Health & Wellbeing team (this team is part of the LinkLiving Practice and Participation team)

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/TRAINING	ESSENTIAL	DESIRABLE
Educated to standard grade level or equivalent SCQF level 7	√	
KNOWLEDGE / EXPERIENCE & SKILLS	ESSENTIAL	DESIRABLE
Ability and understanding of how to work with people who have complex needs	√	
Experience of supporting clients with complex issues	√	
Knowledge of housing options in Edinburgh	√	
Knowledge and understanding the of skills needed for independent living	√	
Knowledge of organisations that provide support to people with no recourse to public funds	√	
Effective communication skills including excellent written, oral and IT skills	√	
Knowledge of benefits systems to support tenants with applications and appeals	√	
Knowledge of grants and resources available of people on low incomes	√	
Knowledge of employability initiatives and services available in Edinburgh	√	
Knowledge of services available in Edinburgh to meet the needs of the tenants you support	√	
Experience in evaluation methods and report writing	√	

Non-judgemental attitude and willingness to embrace diversity	√	
Ability to adapt to new environments	√	
Ability to work openly and honestly within a team setting	√	
Ability to prioritise and plan own and other members of the team's workload	√	
An ability to accept support to reflect on performance and accept feedback from others to ensure competence is maintained	√	
Ability to use ICT equipment and experienced in using online client management systems (Dynamics)	√	
Ability to create relationships/partnerships with other voluntary and statutory agencies	√	
GENERAL / OTHER		
Ability to drive and able to travel between services as required	√	

COMPETENCY MANAGEMENT FRAMEWORK	ALL ESSENTIAL AND WILL BE ASSESSED AT INTERVIEW
<p>COMMUNICATION: 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>CUSTOMER CENTRED APPROACH: 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 well being 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>	
<p>INNOVATION: 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>LEADERSHIP: 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>PERSONAL EFFECTIVENESS: 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>	
<p>PROBLEM SOLVING AND REASONING: 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>	
<p>INFORMATION SYSTEMS: A functional understanding of Link's core information communication technology – including Microsoft Office and Dynamics systems. 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>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.</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

16 hours per week, over 2 days, 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.

Project Worker Salary Range £26,211 - £28,759 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 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.

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>

Data Protection