

## Job Description

### Senior Key Worker, Women in Safe Homes (WiSH)

#### Outreach Service. Full time.

This is a new post.

**Under Schedule 9 of the Equality Act 2010 only women are eligible to apply.**

For over 50 years, Cyrenians (a Scottish Charitable Incorporated Organisation (SCIO), registered charity number SC011052) has tackled the causes and consequences of homelessness. We understand there is no “one size fits all” approach to supporting people towards more positive and stable futures. That is 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. We work to make that vision a reality by our Mission to support people excluded from family, home, work or community on their life journey.

We aim to offer consistently excellent service across all locations and in all our activities. Our way of working is built on our four core values:

**Compassion:** We believe that everyone should have the chance to change, no matter how long that might take.

**Respect:** We believe in tolerance, acceptance, valuing diversity and treating each other as equals.

**Integrity:** We are committed to the highest quality of work, grounded in honesty, generosity, sincerity and professionalism.

**Innovation:** We are willing to take risks, challenge convention and be very creative in our search for new ways of working, in particular by taking account of the environmental impact of our decisions.

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## 1 General

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Cyrenians ‘Home’ Services have a remit to work with people who are homeless, including those who experience severe and multiple disadvantage. Our service interventions are:

- Housing First and WiSH
- Heath and homelessness
- Assertive Outreach and Peer work
- Policy and Participation

The Women in Safe Homes (WiSH) Fund is the UK’s first gender-based property fund, developed in partnership with Resonance and Patron Capital. The fund works

by purchasing properties which are then leased to a charity partner to provide a home for people who need them.

Cyrenians have recently commenced a formal partnership with WiSH and are leasing 30 properties for women (and in some cases children) who are homeless and have experienced domestic abuse.

Our Senior Key Worker will work in a small team of support staff responsible for supporting those moving in to these homes, ensuring they have the help and guidance they need to establish and maintain their new home.

The Senior Key Worker will carry a caseload of their own, but also provide support and leadership to a small Key Work team. This will include supporting good practice and safe working.

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## **2 What is Cyrenians Key Work?**

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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 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.

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### **3 Tasks and Responsibilities**

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#### **To 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 wider support network
- 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.

#### **Help to move in to accommodation**

- Support the client to have identify their wants for housing e.g. location
- Liaise with Cyrenians WiSH property team to identify availability
- 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 us (Cyrenians) their landlord
- Respond promptly to any concerns of tenant, property team, or wider community.

#### **Help people feel at home**

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

#### **Participate in all aspects of the management and monitoring of the service**

- Participate in service planning meetings and reviews
- Maintain an 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.
- Comply with systems to record case notes and client contact
- Undertake other tasks as required by the senior management team

#### **Line management**

- Provide line management to the two Key Workers in the project.
- Ensure that Key Workers access training and development opportunities required for and relevant to the role
- Promote the use of reflective practice as a tool to support challenging work experiences
- Work with the team to understand and comply with housing support registration requirements.

## **Knowledge**

- Maintain a detailed knowledge of Child and Adult protection protocols
- Maintain a generalist knowledge of the welfare system
- 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
- Ensure that record keeping complies with requirements of the relevant Care Inspectorate registration

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## **4 Person Specification**

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**Under Schedule 9 of the Equality Act 2010 only women are eligible to apply.**

<b>Values and attributes</b>	
Positive outlook, self-motivated and flexible	Essential
Ability to demonstrate resilience in dealing with emotions and distress	Essential
Committed to supporting those who experience trauma, 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
<b>Knowledge and Experience</b>	
Extensive experience of working within Homelessness, Social Work, Health or a related field	Essential
Experience of working with women and children who have experienced domestic abuse	Desirable
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

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
<b>Qualifications</b>	
SVQ level 3 or above, or a willingness to work towards	Essential

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## 5 Terms & Conditions

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<u>Employer:</u>	Cyrenians
<u>Line Manager:</u>	Housing and Support Manager
<u>Liaison with:</u>	Cyrenians Property Team, Outreach Services,
<u>Workplace:</u>	Edinburgh
<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>	£27,653 - £30,380 per annum (scale points 25 to 28).
<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>Disclosure:</u>	PVG membership required
<u>Registration:</u>	SSSC registration required within 6 months of starting the post.

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## 6 Closing Date and Interviews

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<u>Closing date:</u>	12 noon on Tuesday 7 <sup>th</sup> November 2023
<u>Interview date:</u>	Tuesday 14 <sup>th</sup> November 2023
<u>Second stage:</u>	TBC

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](http://www.cyrenians.scot)