

## Support Worker – Stramullion



### Salary:

- £22,064.04 per annum, pro-rata based on 35 hrs per week
- £12.12 per hour

### Benefits:

- Pension contributions – The organisation is a member of the ‘Now Pensions’ pension Scheme. Employer makes a 3% contribution and the employee’s contribution is 5%. Being a member of the scheme is optional.
- Holidays – 28 days (based on full time, 35 hrs per week, pro rata if working fewer than 35 hrs per week) + 4 (25/26th December, 1/2nd January)

## Job Description

Job Title	<b>Support Worker – Stramullion</b> Support worker in women’s’ residential homeless accommodation
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Core Purpose of Job	The Support Worker will provide positive practical and emotional support to residents using our service that promotes choice and encourages personal responsibility. Supporting homeless women with complex needs and a history of trauma. Establish and maintain effective professional relationships with a range of external services. The Support Worker will also maintain the building protocols such as concierge, fire testing, void assessment, reporting repairs, checking and reporting on equipment, preparing for PAT, cleaning duties where instructed and alerting the Senior Support Worker to any concerns or issues arising.
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Organisational Position	Reporting directly to the Team Leader (Line Manager), the manager is a member of the Management Team, and as such share’s responsibility for the leadership of the organisation and the management of staff.
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Key Outcomes	
1	To provide a quality service to residents through effective planning, monitoring, evaluation and review of their requirements in partnership with them.
2	To provide person-centred support to residents who use the service to facilitate transition from homelessness to their own home, in the aim to prevent repeat homelessness.
3	To maintain accurate records and case notes on various systems.

4	To ensure the service complies with standards set by SSSC and meet the contractual and/or regulatory requirements of relevant agencies and stakeholders.
5	To contribute as an effective team member to the development of the activities of the service.

Competencies required	
<b>Core Competencies</b>	<ul style="list-style-type: none"> <li>• Promote choice, well-being and the protection of residents from risk of danger, harm or abuse.</li> <li>• To work with residents to develop and deliver person-centred support.</li> <li>• To encourage women who use the service to take an active role in their support and in all decisions relating to them or their support.</li> <li>• To provide support to residents that responds positively to complex needs and experience of trauma.</li> <li>• To provide practical assistance for domestic and personal needs to residents as required, whilst encouraging personal responsibility and maximisation of personal choice.</li> <li>• To act as an advocate, or facilitate advocacy, where appropriate by acting on behalf of residents who use the service.</li> <li>• To promote effective communication and joint working partnership agencies to ensure the best possible outcomes for residents.</li> <li>• To record and report information in accordance with operational guidelines and regulatory requirements.</li> <li>• To promote, monitor and maintain health, safety and security within the working environment.</li> </ul>



## Person Specification

Experience	
<b>Essential</b>	<ul style="list-style-type: none"> <li>• Demonstrate experience in delivering all aspects of the Job Description.</li> <li>• Demonstrate commitment to service user participation</li> <li>• Able to manage and resolve conflict</li> <li>• Able to generate own work and work with minimum supervision.</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Minimum of one years' experience of service delivery within a social care setting.</li> <li>• Experience in homelessness field</li> </ul>

Knowledge and understanding	
<b>Essential</b>	<ul style="list-style-type: none"> <li>• Of issues faced by people who use the service.</li> <li>• Understanding of regulatory requirements including SCSWIS and SSSC Code of Practice</li> </ul>
<b>Desirable</b>	<p>Knowledge of</p> <ul style="list-style-type: none"> <li>• Homelessness and the current/future issues affecting the sector</li> <li>• Homelessness legislation</li> <li>• Mental health issues, drug misuse issues, domestic abuse issues or desire to develop this knowledge</li> </ul>

Skills, education, qualifications	
<b>Essential</b>	<ul style="list-style-type: none"> <li>• SVQ Level 3 (Adults) qualification or equivalent or willing to work towards it.</li> <li>• Numeracy Skills</li> <li>• IT literate – be competent working with Microsoft Word or equivalent</li> <li>• Able to work under pressure and deliver results</li> <li>• Flexible, creative approach</li> </ul>

## Other essential requirements

### Essential

- Work effectively with a team; promoting and contributing to effective communication; working effectively in partnership with other professionals and demonstrate a commitment to the ongoing delivery of effective and appropriate service administration.
- Ability to demonstrate resilience in dealing with emotions, distress and challenging behaviour.
- Committed to the demonstration of respect and compassion towards those we work with.
- Ability to establish and sustain trust and confidence with colleagues, service users and the general public promoting and representing Rowan Alba positively and professionally at all levels.
- Registration with SSSC withing 6 months

This job description outlines the general ways in which it is expected you meet the overall post.

The list of tasks is not an exclusive one and duties may be varied from time to time by the line manager. This job description is subject to regular review.