

# rock trust

ENDING YOUTH HOMELESSNESS

## Job Pack



[hello@rocktrust.org](mailto:hello@rocktrust.org)



0345 222 1425



[rocktrust.org](http://rocktrust.org)



@RockTrust

# Who we are

## **We are Rock Trust and our vision is an end to youth homelessness in Scotland**

For over 30 years we have been working to prevent youth homelessness and to support young people to build better futures.

We aim to ensure that every young person in Scotland has access to expert youth specific services to assist them to avoid, survive and move on from homelessness. We work to ensure that the public, policy makers, commissioners and practitioners understand the issues, make decisions and take action which will help us to end youth homelessness.



**Over 900 young people supported last year**

**Now working in Perth, Fife, Glasgow, East Lothian, West Lothian and Edinburgh**

“

**As well as providing routes away from homelessness and into secure housing options, we also support young people with their mental health, employability and independent living skills.**

**Every young person is different and no single version of support is appropriate for every person.**

**We want to prevent young people experiencing homelessness at all, but where this isn't possible, we're determined to make sure that any experiences of homelessness are brief and non-recurring.**

*Kate, CEO*



*Kate Polson*  
Chief Executive

# Life at Rock Trust

**Safety    Fairness    Respect    Positivity**

**These are Rock Trust's values and they exist for our staff, volunteers and the young people we work with. They underpin everything we do, including how we measure success and reflect on our work.**

When we interview new potential colleagues we always ask them to talk to us about these values and their personal relationship to them. This really helps us get to know people, and see how they might fit into Rock Trust. Crucially, we've had feedback that it also helps break the ice and show people what working at Rock Trust is like because of what is important to us.



“

**I love building and nurturing relationships to allow young people to feel safe and heard, it's a privilege and honour to support them.**

**Each day I'm growing and learning and always feel supported by my colleagues around me who are brimming with knowledge, empathy and compassion.**

*Caitlin, Art therapist*



“

**I've always had an urge to help save the world, and working at Rock Trust scratches that itch!**

**They put so much emphasis on their own evolution, and as a member of the Equalities Group, I get to help guide that change.**

*Chris, Support Assistant*



# What we can offer

We pride ourselves on being an inclusive and welcoming organisation, building on everyone's strengths, and working together. By investing in and supporting our teams we can get the best outcomes for the young people who need us.

**Talent Development. Colleagues are encouraged to become leaders and to grow and develop**

**Core and individual training opportunities**

**Employer Pension Contributions**

**Employee Assistance Programme (EAP)**

**£50 eye care voucher every 2 years**

**Benefits Platform with access to online discounts and freebies**

**Interest free season ticket loans**

**Enhanced Maternity, Paternity and Adoption Leave**

**Life Assurance of 3 x your annual salary**

**Annual Leave purchase scheme - opportunity to buy an additional 5 days Annual Leave**

**Flexitime**

**A funded Social Committee responsible for organising social activities for everyone**

**Cycle to work scheme**



**Flexible working with a healthy mix of time at home and in the office has allowed me to fit my part-time hours around the children's school day.**

**It's really made all the difference to my work / life balance.**

*Pete, Management Accountant*

# Our teams

- Senior Management Team
- People and Business Support Team
- Finance Team
- Services | East and South Teams
- Services | West and North Teams
- Services | Youth Development Team
- Properties and Facilities Team
- Communications and Fundraising Team
- A Way Home Scotland Coalition

“

**Rock Trust haven't just supported me to develop in my role, they've helped me through a bereavement, through a pandemic (!), and through starting my own family.**

**They understand that work is just one part of life and everyone is dealing with different things.**

*Maddy - Communications & Fundraising Manager*

# Job Description

**Job Title: Project Worker – Glasgow**

**Contract: Full Time - 35 hours per week (permanent contract)**

**Location: Glasgow with some home working**

**Salary: £24,553 - £27,652 per annum (depending on experience)**

## **Mission Statement**

To prevent youth homelessness and to support young people to build better futures.

## **Context**

Rock Trust are delighted to be expanding the successful 'Housing First for Youth' service into Glasgow. We are looking for a team member who has experience of supporting young vulnerable people accessing our services. The role will involve working intensively with a small caseload of young people to coordinate and provide emotional and practical support.

The Project Worker will work directly with young people to coordinate and provide emotional and practical support on a 1:1 and group basis. Working with young people who are homeless or at risk of homelessness to ensure that when homelessness can't be avoided, their experience of homelessness is rare, brief, and non-recurring.

The Project Worker will offer line management, guidance, and support to Support Assistants and volunteers, working together to support young people to return or remain at home, improve their practical independent living skills, set up their own tenancy and access other services and to reach their full potential. Project Workers are responsible for completing support plans and risk assessments and are the main contact for any key people involved in the care and support of young people.

In addition to the responsibilities in the JD overleaf, the successful candidate will be able to demonstrate:

- An ability to build trusting, lasting relationships with young people
- Support young people to manage and thrive in their home
- Motivate young people to set goals and reach their potential
- An ability to work effectively with partners and other key people to provide young people with excellent care and support
- Adopt a 'whatever it takes' and rights based approach
- Work in a psychologically and trauma informed manner

## **Reporting to**

Service Manager/Team Leader



# Job Description

## Responsibilities

### Service Delivery

- Offer and provide practical, personal, emotional and social support to care experienced young people, collaborating with colleagues where necessary and practical.
- Actively and proactively coordinate and plan the provision of support for all the young people assigned to you, managing their competing and varying priorities and needs.
- Assess young people's skills and abilities and work with them in a person-centred way to produce support plans, based on their needs and goals, with regular reviews.
- Assist young people in coordinating, building and maintaining a network of internal and external support.
- Support young people to manage and thrive in their own home
- Participate in the referral, selection and placement process to ensure available places are appropriately and promptly filled.
- Maintain regular and accurate case notes, recording support provision and young people's achievements and progress.
- Provide flexible, person centred, strengths-based support for as long as is required.
- Adopt a 'whatever it takes' and rights-based approach
- Work in a psychologically and trauma informed manner
- Promote and share evaluation, learning and best practice.

### Service Development

- Participate in strategic and operational planning and development of day-to-day services.
- Participate in the gathering and processing of relevant statistical information to support senior colleagues with regular reviews and evaluations of services.
- Form and maintain effective and meaningful partnerships with external agencies.

### Quality & Compliance

- Ensure safe and hospitable environments within the properties used by the Rock Trust and, where directed, support the identification, acquirement and set up of new properties.
- Ensure a thorough awareness, application and adherence of organisational policies and procedures and promote best practice.
- Contribute to achieving the agreed standards of service and targets reflecting the aims and objectives of the Rock Trust, service level agreements or guidelines provided by statutory and regulatory authorities.
- Be aware of the composition of the annual service budget and collaborate, where appropriate and directed, with senior colleagues in ensuring a cost-efficient service.

### Leadership & Development

- Line manage and provide formal and informal support to allocated staff, students and/or volunteers.
- As part of Glasgow Team, support and promote the activities of Rock Trust and contributing significantly to building a high performing organisation.
- Nurture a culture of Respect, Safety, Positivity and Fairness, that allows our colleagues to thrive, take appropriate risks and learn from mistakes.

# Job Description

- Identify and make recommendations for improvements to contribute to the continuous operational improvement of the organisation.
- Maintain an up-to-date knowledge of relevant legislation, policies and best practice related to youth homelessness and community care.

## **Practice and Policy Development**

- To respond to opportunities for the critical appraisal of care practices and services, taking account of internal and external experience and research, suggesting amendments to appropriate policies and promoting learning within the organisation.
- To participate in the review of organisational policies and practices on a planned and regular basis.

## **Communication**

- To develop and sustain links with individuals, groups, agencies and professional bodies in the statutory and voluntary sectors and to actively promote the Trust's services.
- To contribute and assist in the preparation of material for the range of publicity material produced by the Trust as required.
- To participate in promoting the Trust to the public to create enhanced awareness and informed opinions as agreed with the Chief Executive.

## **Other**

- To act in accordance with Rock Trust values.
- To undertake other duties in line with the role as required.

## **Professional and personal development**

The Project Worker is expected to maintain an up-to-date knowledge of all relevant legislation, policies and good practice. It is Rock Trust's desire to encourage and enable the personal and professional development of members of staff and to that end will support staff in line with the requirements of the job and the responsibility of Rock Trust. The Project Worker will be expected to undertake such appropriate training as is necessary to facilitate this.

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the Rock Trust at any time after discussion with the post holder.



# Person Specification

## Essential

- A willingness to work towards the SVQ 3 or SVQ 4 in Health and Social Care through a fully funded apprenticeship.
- Experience of initiating and maintaining constructive and engaging relationships with young people and assessing their strengths and needs.
- Knowledge and experience of homelessness, mental health and isolation issues.
- Working knowledge and experience of person-centred practice.
- Excellent communicator, including verbal, listening and written, with attention to detail.
- Ability to manage competing and varying priorities and demands of young people, in coordination with relevant colleagues.
- Confident in problem solving, using individual initiative and reasoned judgement to develop new ideas and solutions.
- Able to work well independently and as part of a team.
- Ability to support, train and provide supervision to colleagues.
- Strong IT skills, including using Microsoft packages (Word, Outlook, Teams).
- Full UK driving licence and access to a car.

## Desirable

- A practice qualification recognised by the SSSC for Supervisors of a Housing Support Service.
- Knowledge and experience of supporting looked after young people.
- Knowledge and experience of advocating on behalf of young people.
- Knowledge of psychologically informed environment (PIE) and trauma informed approaches.
- Experience of providing line management and provision of formal and informal support to allocated staff and/or volunteers.
- Knowledge of key strategic aspects of projects, including budget, evaluation and development.

# How to apply...

**Please apply using our application form below:**

Download and fill out the three documents and upload them to our portal when you visit our Vacancies web page.

We will review applications daily and will be in touch as soon as possible if we'd like to invite you for interview. If you would like to speak to someone about the role in more detail, or if you face any obstacles to completing an application, please get in touch.

[Application Form](#)

[Equal Opportunities Form](#)

[Criminal Convictions Declaration](#)

**[www.rocktrust.org/vacancies](http://www.rocktrust.org/vacancies)**



# Good Luck!