

## Job Description

# Senior Key worker - Cyrenians Communities City Community

### **Part time: 18-21 hours per week**

**This will be a job share post – working days Mon, Thurs and Friday – hours negotiable.**

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 mission: To tackle the causes and consequences of homelessness through learning from lived experience; by delivering targeted services which focus on prevention, early intervention and support into a home; and by influencing changes in legislation and policy.

**Compassion | Respect | Integrity | Innovation**

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## **1 General**

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Cyrenians has five residential communities. This Senior Keyworker post sits in the Young Persons' services team, which consists of three residential accommodation services providing support to vulnerable young people.

The purpose of these Communities is to provide a safe and stable community environment for young people to live, learn and develop together.

Our unique approach helps our residents to develop their skills through training and ongoing support with the key outcomes being:

- To significantly increase their ability to live independently in the future; including reducing and, where possible, ending dependency on housing support.
- To increase the contribution they can make to wider society through volunteering and, if possible, formal work experience and training.
- To improve their general life skills by encouraging them to access community resources and networks such as libraries, GPs, social groups and activities, etc.
- Living alongside peer volunteers, using daily shared living situations to enhance experiences, learning and opportunities.

The City Community is based in Leith, and provides accommodation for up to 7 young people who have experienced a tough reality, potentially as a consequence of family breakdown, homelessness, drug or alcohol issues or poor mental health. The residents live alongside volunteers who act as peer mentors. Together they manage all aspects of shared living and decision making within the building, which is their home.

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## **2 Tasks and Responsibilities**

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### **Support people in the communities**

- Provide support in line with the Cyrenians way of working training
- Complete assessments for young people referred to the Communities
- Provide induction into the Communities
- Oversee regular support sessions, to assess progress against planned milestones and goals, demonstrating distance travelled
- Attend all Reviews and end cases according to model.
- Enable young people to move into learning and training, whatever their presenting issues

### **Provide line management support**

- Provide direct line management to the key workers and other front-line workers
- Ensure that all staff are well supported and supervised, have clear objectives and opportunities for learning and development
- Ensure that Performance Management systems are well implemented
- Promote the engagement of volunteers and students where appropriate
- Participate in recruitment ensuring compliance with organisational policies

### **Use a facilitative approach to support the life of the community including organisation of activities, household routine, and conflict management.**

- Facilitate community meetings to plan community events/activity and to handle conflict constructively
- Participate in training and practice development around use of the key worker model; and facilitate workshops for community members
- Support the community to create, and follow through on a household routine; including cleaning and cooking.
- Manage the City Communities financial systems to ensure smooth running of the house

## **Champion the theory associated with the Cyrenians Community model**

- Work with the Volunteer Development and Recruitment Workers to ensure volunteers are welcomed and supported where appropriate.
- Work with the Service Manager and Senior Service Manager to assess and minimise the risks to support, and maintain people in the service.
- Support the development of additional activities and therapeutic interventions, as funding and resource opportunities arise
- Link with wider Cyrenians services to ensure residents have opportunities for volunteering, training and/or work experience
- Ensure full involvement by all community members in planning and developing the service

## **Support excellence and continuous improvement**

- Provide support to and deputise for the managers in Care Inspectorate inspections
- Support the managers to meeting and, wherever possible, exceed contract and funding compliance
- Work to all service policies and procedures, assisting in the development of best practice
- Participate in the development of new activities
- Provide cover when required at the Farm Community

## **Participate in planning, monitoring and evaluating the service**

- Support the Service Manager to ensure service planning takes place efficiently and effectively, including setting and delivering against individual objectives
- Regularly monitor and report on activities in line with Cyrenians systems and processes
- Participate in learning and training associated with planning, monitoring and evaluation

## **Support the marketing of the service to ensure all places in the Communities are fully utilised by vulnerable people**

- Contribute to the service marketing strategy, to ensure places are taken up by as many vulnerable people as possible
- Assist with the promotion of the service through engagement with other agencies, attendance at networking meetings, etc.
- Deputise for the Service Manager at networking meetings
- Keep up to date with changes and developments in the field as agreed with the Service Manager

## On-Call support

- The staff team are required to provide on-call support out of hours and over the weekends. This is managed by a rota system.
- On-call involves providing telephone support if difficult situations arise that require staff input in decision making, with a requirement to attend where needed.
- On-Call Support is remunerated separately.

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## 3 Person Specification

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<b>Knowledge and Experience</b>	
Experience of managing staff and/or volunteers	Essential
Proven experience working with vulnerable young people in one to one and group settings	Essential
Group work skills including facilitation, team building and personal development activities	Desirable
Use of organisational systems to monitor progress and demonstrate impact	Essential
Commitment to quality assurance and high standards in service delivery	Essential
Excellent IT and organisational skills	Essential
Experience of multi-disciplinary working and facilitating partnership working.	Essential
<b>Qualifications and training</b>	
SVQ or equivalent to level 3 or above	Essential
Counselling, facilitation, mediation or coaching qualification	Desirable
<b>Values and attributes</b>	
Calm, strong and positive in dealing with difficult situations including crisis and conflict	Essential
Ability to motivate young people to be active, positive and constructive	Essential
Energy, drive and enthusiasm to ensure the service and all those involved in it thrive	Essential
Committed to working within the Cyrenians Key Worker Practice Model and undertaking additional related training	Essential

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## 4 Terms & Conditions

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Employer: Cyrenians  
Line Manager: Service Manager  
Liaison with: Young Persons Residential Communities

<u>Workplace:</u>	Cyrenians City Community, Edinburgh
<u>Working Hours:</u>	18 to 21 hours per week (to be agreed with successful candidate) Working days will be Monday, Thursday and Friday
<u>Annual Leave</u>	25 days plus 10 public holidays, pro rata
<u>Salary:</u>	£28,759 - £31,595 pro rata (scale points 25 – 28). This equates to: £13,990 per annum for an 18- hour week, or £16,322 per annum for a 21-hour week at scale point 25
<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 scheme membership is required

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## **5 Application deadline and Interview dates**

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<u>Closing date:</u>	12 noon on Monday 3 <sup>rd</sup> June 2024
<u>Interview date:</u>	Monday 10 <sup>th</sup> June 2024
<u>Stage 2 date:</u>	TBC

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