

Job Description

Key Worker, Women in Safe Homes (WiSH)

Outreach Service

This is a new post.

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

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.

Our mission is 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.

Our way of working is built on four core values, which are at the heart of all our work and decisions:

Compassion Respect Integrity Innovation

[Read more about us and our values](#)

1 General

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 Access
- Health and homelessness
- Assertive Outreach
- 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.

The Key Worker will work in a small team of support staff responsible for supporting those moving into these homes, ensuring they have the help and guidance they need to manage this transition, support with wellbeing and managing risk, and to identify and make the transition to a permanent home over time.

The Key Worker will carry a caseload of their own, this will include supporting good practice and safe working.

2 What is Cyrenians Key Work?

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.

3 Tasks and Responsibilities

Supporting People

- Develop 1:1 relationships with clients and establish respect and trust
- Liaise with other support workers and participate in relevant meetings to understand the clients wider support network
- Provide advocacy and accompaniment to meetings and appointments
- Support the client to identify their housing solutions e.g. location

Finding Accommodation

- Liaise with Cyrenians WiSH property team to identify availability
- Facilitate the planning and execution of all tasks associated with moving into a tenancy
- Support the client to understand their tenancy agreement and their rights and responsibilities as a tenant
- Support the client to understand their rights and responsibilities in relation to (Cyrenians) their landlord
- Respond promptly to any concerns of tenant, property team, or wider community.

Help people feel at home

- Identify any interests or likes of client that can be incorporated
- Support to become part of their local community
- 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

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

4 Person Specification

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

Values and attributes	
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
Knowledge and Experience	
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 reports	Essential
Excellent written and verbal communication skills	Essential
Knowledge of local services and networks in the local area	Desirable
Qualifications	
SVQ level 3 or above, or a willingness to work towards	Essential

5 Terms & Conditions

<u>Employer:</u>	Cyrenians
<u>Line Manager:</u>	Senior Key Worker, WiSH
<u>Liaison with:</u>	Cyrenians Property Team, Outreach Services,
<u>Workplace:</u>	Edinburgh
<u>Working Hours:</u>	30 to 37 hours per week (to be agreed with successful candidate), with flexibility to work some evenings and weekends if required
<u>Annual Leave</u>	25 days plus 10 public holidays pro rata

Salary: £25,101 - £27,907 pro rata (scale points 20 to 24).
Pension: 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%)
Disclosure: PVG membership required
Registration: SSSC registration required within 6 months of starting the post.

6 Closing Date and Interviews

Closing date: noon on Thursday 27th June 2024
Interview date: 9th and 10th July 2024
Second stage: 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