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| **A blue and black logo  Description automatically generated** | **Glasgow Council on Alcohol** 2nd Floor, 14 North Claremont Street  Glasgow G3 7LE **0141 353 1800** |

**JOB DESCRIPTION**

**JOB TITLE:** **Wellbeing Services Support Worker (female)**

**JOB GRADE/SALARY:** GCA Salary Grade 5 £22,850 - £24,951 per annum

**Contract Type:** Fixed Term – 6 months

**HOURS:**  Full-time – 35 hours per week over 5 days.

**LOCATION:** Based within the GCA office in North Claremont Street, Glasgow

**Flexible working, part-time hours, or job-sharing arrangements will be considered for the right candidate.**

**GCA deliver services over 6 days per week and throughout Glasgow, East Dunbartonshire and East Renfrewshire**

**Please note; As this post will involve work in a women’s only service, there is a genuine occupational requirement to ensure that we recruit a female Wellbeing Services Support Worker and therefore this post is only open to women (exempt under Schedule 9, Part 1 of the Equality Act 2010).**

**MAIN FUNCTION/RESPONSIBILITY**

The Wellbeing Services Support Worker will provide safe, effective tiered support for female survivors of gender based violence and their families who access our services across Glasgow and are most at risk from addictions, homelessness, social isolation and poverty. This role will focus specifically on supporting those aged between 16 – 25. The service will address health and social wellbeing, while promoting and supporting the development of trauma informed practice; guiding individuals through their healing process, introducing tools to develop coping skills and to live manageable lives.

**Reporting Relationships**

The Wellbeing Services Support Worker reports to the Wellbeing Services Manager

**Key Result Areas**

The perfect candidate for the Wellbeing Services Support Worker role will:

1. Deliver effective 121 interventions for individuals at risk to reduce social exclusion and enhance health and wellbeing
2. Assist the Wellbeing Services Manager to develop and deliver group work programmes and recovery-focused initiatives in consultation with GCA colleagues and service users
3. Deliver a mentoring service to support individuals set goals and enhance focus, structure and routine
4. Support individuals in their recovery using outcome focused care planning tools
5. Develop person centred support plans and structured support packages focused on achieving key, achievable goals that are recovery and outcome focused, with progress recorded and monitored
6. Achieve the outputs and outcomes outlined in the service specification.
7. Support individuals to remain engaged in GCA’s services, including, group work and individual one-to-one support
8. Support individuals to access a range of advice, support and information in key areas such as finances, benefits, housing, health and employability
9. Support individuals to engage in health-promoting activities, skills development and peer support and measure individual recovery
10. Establish and maintain constructive joint working relationships with other service providers and key partners, as indicated by successful cross referrals and positive feedback from service providers and partners
11. Routinely and systematically engage clients in planning and delivering improvements in services

**General**

1. Manage key worker responsibilities for a caseload of service users
2. Liaise with other agencies as appropriate in relation to individual clients and their needs
3. Maintain case records and other records in accordance with the project funder’s guidelines, procedures and protocols and GCA guidelines and procedures
4. Work to deadlines and ensure reports are up to date for the Wellbeing Services Manager
5. Work as part of the team and contribute to its development
6. Ensure effective, efficient and economic use of resources
7. Keep up-to-date with current thinking and best practice in the trauma, alcohol and drug fields and apply this to the development of the service
8. Work closely with other Teams to ensure effective communication and integration of the service
9. Ensure that best evidence and best practice is applied within the service at all times
10. Answer telephone and written enquiries and provide information and advice in accordance with GCA guidelines, procedures and protocols
11. Carry out any other duties as required

  

# PERSON SPECIFICATION

**Wellbeing Services Support Worker**

(E = *Essential* D = *Desirable*)

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| **QUALIFICATIONS** |  |
| * + SVQ 2 Social Services and Healthcare Training qualification   + HNC Social Care   + Standard Grade English | D  D  D |
| SKILLS |  |
| * + Good written and verbal communication   + Counselling skills   + Interpersonal skills   + Service promotion   + Time Management   + Team building   + Group Facilitation skills   + IT/ Computer skills   + MS Teams and Zoom | E  D  E  D  E  D  E  E  E |
| EXPERIENCE OF |  |
| * + Working in a community setting   + Working with young women   + Issues around social care   + Developing and delivering group work programmes   + Working in the addictions field   + Working with survivors of trauma   + Developing relevant resources   + Record Keeping and Data Protection | D  D  D  D  D  E  D  E |
| KNOWLEDGE OF |  |
| * + Social model of health   + Trauma-informed approach   + Harm Reduction   + Mental Health | E  E  E  E |
| PERSONAL ATTRIBUTES |  |
| * + Self-directed   + Empathetic   + Non-judgemental   + Empathetic   + Respectful   + Collaborative   + Proactive | E  E  E  E  E  E  E |