



Support Worker Role Profile

Working to Blue Triangle's values, vision and mission, you will work as part of a team providing safe, secure, supported accommodation for homeless people. You will provide the highest possible quality of social care support, which meets the needs of each person we support. You will work to the assessed need of each person to identify, plan and facilitate support, enabling appropriate move-on options for the people we work with.

OUR VALUES

We are a social care organisation that supports over 400 people every day, across ten local authorities. We provide adults and young people with safe, psychologically informed supports and provide housing solutions across Scotland. Our staff are trauma-informed, championing the rights of our supported people and helping them overcome barriers through the delivery of our values, Kind; Passionate; and Creative.

MAIN DUTIES AND RESPONSIBILITIES

1. To support, review, monitor and evaluate through our case management system (SHARP), to achieve a positive person-centred outcome for the people we work with in line with organisational, statutory and legislative requirements.
2. To maintain and update all recording systems and documentation in line with relevant policies, procedures and practice guidelines, including the occupancy agreement, within required timeframes.
3. To provide, plan and facilitate key work meetings, key work sessions, meetings, reviews and other internal/external meetings in conjunction with the person's support plan.
4. To provide general advocacy and advice to the people we support, including assistance to enable them to meet the conditions of their occupancy agreements.
5. To work proactively with other statutory and voluntary agencies to provide opportunities for people we work with to achieve their full potential.
6. To work as part of a team whilst having a specific caseload to manage.
7. To ensure that all referrals, admissions and discharges are managed in line with local procedures.
8. To ensure that standards of health, safety and security are maintained in all areas by undertaking regular inspections, risk assessments and checks, and actioning /reporting as required. This includes cleaning duties.
9. To adhere to safe systems of work and risk assessments, contributing to review processes/paperwork and updating as required.
10. To be responsible for working in partnership with the supported people and third parties (e.g., benefit agencies and employers) to ensure that occupancy charges, service charges and any other charges are made timeously.
11. To adhere to Blue Triangle's project financial risk management processes for all financial transactions (e.g., petty cash, supported persons' rent).

12. To be responsible for own Continuing Professional Development (CPD) learning and contributing positively to the development of the organisation, ensuring appropriate systems are followed and recorded.
13. To communicate and act clearly and appropriately in all circumstances in line with data protection, confidentiality and all statutory requirements.
14. To undertake any other reasonable duties as delegated by the Service Manager.

PERSON SPECIFICATION

	Essential	Desirable
Qualifications/ Education	<ul style="list-style-type: none"> • Willingness and ability to work towards SVQ in Social Services and Healthcare at SCQF level 6 or 7 (SVQ 3) 	<ul style="list-style-type: none"> • HNC or SVQ in Social Services and Healthcare at SCQF level 6 or 7 (SVQ 3)
Knowledge	<ul style="list-style-type: none"> • Awareness of homelessness and its effects. • Awareness of drug and alcohol issues. • An awareness of the services provided by Blue Triangle. • Awareness of person-centred, trauma informed and wellbeing focused approaches. 	
Experience	<ul style="list-style-type: none"> • Experience of working with vulnerable people and challenging behaviour. This can be from personal, voluntary and/or professional experience. • Experience of undertaking tasks in a lone working environment. • Promoting recovery and working to empower people to thrive – see the potential and work to unlock it. 	<ul style="list-style-type: none"> • Working with homeless people and/or addiction issues. • Providing direct support to people who use social care services. • Working with people who have barriers to social inclusion and supporting them to become more socially integrated. • Working with people who are at times chaotic and marginalised, whose behaviours can challenge services, and supporting them to become more socially integrated and able to access services.
Skills / Abilities	<ul style="list-style-type: none"> • To build trusted relationships with supported people. • To be appropriately assertiveness when needed to reduce harm or to motivate for success. • To prioritise case load and work under pressure. 	<ul style="list-style-type: none"> • Planning/organising work schedules • Identifying need, planning and facilitating inputs for others • Ability to motivate people • Ability to identify potential issues • Ability to problem solve



	<ul style="list-style-type: none"> • To develop and sustain positive and appropriate relationships with supported people and partners. • Be able to demonstrate an understanding of the SSSC Code of Practice for Social Care Workers. • To communicate well in all ways (verbal and written) • Basic IT skills. 	
Personal Qualities	<ul style="list-style-type: none"> • Personal values in line with Blue Triangle's values. • Flexible, adaptable and reliable. • Friendly, calm and personable. • Patient, resilient and tolerant. • Compassionate. 	
Personal Circumstances	<ul style="list-style-type: none"> • Ability to work flexible shift patterns. 	