

Apex Scotland Support Worker

Salary:	£23,500 – £26,000 (bar at £25,000) per annum / pro rata for part-time
Hours:	Hours per week as specified in the contract (may include evenings and weekends) Full Time, 35 hours per week
Location:	This role is field based. The role holder have an administrative base (the hub closest to them) and will be expected to travel throughout their operational area as part of this role.
Reporting to:	Operational Service Manager
Benefits:	Pension scheme Death in service benefit: 2 times salary. Holidays: 20 days (increasing to 25 after 5 years continuous service) + 14 public holidays. Christmas break: allocated days over Christmas and New Year in addition to the Holidays allowance. Perkbox which provides an Employee Assistance Programme together with access to a range of well-being support, discount opportunities and offers.

The Role

The role support workers play at Apex Scotland is pivotal to the success of our organisation in making significant improvements to the lives of those we serve, their families and the communities in which they live.

Support workers contribute to the meaningful delivery of Apex Scotland services and programmes. Support workers deliver direct support to participants, and aid the facilitation of indirect support, in relation to their stage of the Apex Scotland Participant Journey. Specifics of the service or programme are attached as applicable.

Key Result Areas:

- Support Apex Scotland Practitioners with their case management responsibilities.
- Support the environment in which participants access and engage with services and programmes, by creatively ensuring it is welcoming and accessible, and represents the values of Apex Scotland.
- Be a key facilitator for Apex services and programmes, responding to a range of stakeholders.
- Represent Apex Scotland as a provider of specialist services and uphold the charity's required, associated quality standards and professionalism at all times.

Duties and Responsibilities:

As a Key Member of the Apex Scotland Service Delivery team:

- Assist Apex Scotland in delivering the high standards of our practice amongst other key sector professionals, for the delivery of services.
- Adhere to all Apex Scotland policies and procedures, paying specific attention to our protection of participant confidentiality and demonstrate understanding of when this may be required to be breached.
- Promote, monitor and maintain health and safety, and security, in the working environment.
- Participate in activities which promote the sharing of learning and good practice within Apex Scotland and amongst partner organisations as required.
- Take responsibility for your own professional development
- Support the development of services based on your knowledge gained through service delivery.
- Participate in team meetings, ad hoc working groups and other shared learning opportunities throughout Apex Scotland

1. Participant Support

- Deliver activities identified in the participant action plan, which aid the progress and development of participant needs, as guided by the Practitioner.
- Deliver activities that respond to the specification of the service at hand and the environment of delivery, such as supporting form filling with a participant or undertaking advocacy work in the community by attending an appointment with them.
- Support Practitioner case management by assisting with participant co-ordination and communications.

2. Service Delivery

- Assist participants of Apex Scotland services gain an appropriate, high-quality intervention relevant to their case management plan.
- Assist in supporting Participants in the areas of transition from prison into the community, health, housing, finance and social integration, etc., with the aim of reducing re-offending and address challenging behaviour.

- Assist in the provision of mentoring support to encourage and empower Participants to engage in activity to improve their life and employability opportunities.

3. Risk Management

- Be able to identify and act appropriately upon any safeguarding, child or adult protection concerns.
- Comply with all required risk management processes and actively engage and participate into risk assessments.

4. Record Keeping

- Assist in recording accurate case notes that reflect the impact of the Apex Scotland intervention.

5. Other

- Take ownership for self-development by highlighting opportunities and agreeing a Personal Development Plan with the Operational Service Manager.
- Promote Apex as an organisation and represent its interests in a professional manner while complying with all moral and acceptable dress codes of practice.
- Work collaboratively with other operational service delivery colleagues.
- Support in ensuring the operational service meets legislative and all relevant regulatory requirements.
- Uphold the values of Apex Scotland.
- Attend meetings and training courses as required, including regular supervision meetings and annual appraisal with the Operational Service Manager.
- Uphold and implement the policies and procedures of Apex Scotland throughout all aspects of the work of the organisation.

Who you will be working with:

- Operational Service Manager
- Lead Practitioner
- Practitioner
- Service delivery and support colleagues
- Internal and External stakeholders
- Partner organisations

The above accountabilities and responsibilities are not exhaustive, and the Jobholder may be required to undertake additional duties that are consistent with the level and grading of the role.

Job Evaluation

Level of Demand	Factor Level		Factor Level
Communication Skills	1	Responsibility for Financial Resources	2
Dealing with Relationships	2	Responsibility for Physical Information and Resources	1
Responsibility for Employees	1	Initiative and Independence	1
Responsibility for Services to Others	1	Knowledge	2

Preferred Candidate Profile:

An individual who has a commitment to participant rights, equal opportunities, and a positive, assertive attitude to support people to take ownership of real change in their lives.

Skills and Experience:

- Commitment to helping others and providing dedicated person centred support
- Ability to listen and communicate effectively with Apex participants.
- Good communication skills.
- Good interpersonal skills.
- Understanding of necessary policies and procedures to ensure a safe environment for Participants
- Competent knowledge of necessary IT systems
- Ability to work as part of a team, both with Apex Scotland colleagues and in partnership with other agencies.
- Be proactive and use initiative.

Personal Attributes:

- Flexible and adaptable.
- Self-aware and self-reflective.
- Positive attitude.