



Job Description

Job Title	Support Worker / Key Worker
Core Purpose of Job	<p>In our temporary supported accommodations, the core purpose of this job is to support people who are experiencing homelessness, to build the skills and support networks they need to prepare them for independent living when they move into their own tenancy.</p> <p>In our supported settled accommodations, the core purpose is to support people who have experienced homelessness and have complex needs, to give them a secure home for life in a supported environment.</p> <p>The Support Worker will provide housing support, both practical and emotional support to residents using our service that promotes choice, inclusion in community of choice and encourages personal responsibility. To work with CEC and staff to support people to keep their tenancy, through 'Letters of Support' and positive move ons where possible. The support worker will be an effective team player in a challenging environment and establish and maintain positive professional relationships with a range of external services. The Support Worker will also maintain the building protocols such as, fire testing, reporting repairs, checking and reporting on equipment, preparing for PAT, daily cleaning duties and alerting the Service Lead to any concerns or issues arising.</p>
Organisational Position	Reporting directly to the Service Lead (Line Manager), a member of the Management Team, and as such sharing responsibility for the leadership of the organisation and the management of staff.
Key Outcomes	
1	To provide a quality service to people through effective planning, monthly monitoring, evaluation and review of their requirements in partnership with them.
2	To provide person-centred and trauma informed support to people who use the service.

3	To maintain accurate records and case notes on various systems.
4	To ensure the service complies with standards set by Scottish Social services Council (SSSC), the Care Inspectorate and meet the contractual and/or regulatory requirements of relevant agencies and stakeholders.
5	To ensure that the buildings cleanliness complies with standards set by SSSC, the Care Inspectorate and CEC (for temporary accommodations). This includes daily cleaning, deep cleaning of flats and communal areas and supported cleans.
6	To contribute as an effective team member to the development of the service.
7	In our settled accommodations; To provide practical assistance for domestic and personal needs to people as required, whilst encouraging personal responsibility and maximisation of personal choice.
8	To safely store and administer medication and accurately record it, in line with current legislation, regulatory standards and Rowan Alba's policy.
9	To store food and provide meals in line with Rowan Alba's Food and Nutrition Policy.

Accountability	
Freedom to act	To work within the framework of, and promote adherence to, Rowan Alba's structure, policies and procedures to achieve best practice with individuals using our services and those commissioning them. Identify development areas within your role and engage with opportunities within the organisation to support professional development.
Risk Management	To be aware of and work within Rowan Alba's Health and Safety policy and to report any issues of concern and in conjunction with the line manager.

Level of problem-solving required	Engage with Tenants with varying levels of support needs and challenging behaviours. A desire to learn new skills and experiences relevant to the role and the service.
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Communication	
Subject complexity and expertise	We work with people who have experienced or are experiencing homelessness. We offer support to people experiencing challenges related to substance use, mental health and have complex health needs and who may have complex communication needs.
Contact inside the organisation	Giving and receiving objective feedback with other staff, one to one, during team discussions and Support and Supervision.
Contact outside the organisation	Support workers will be expected to do inter-agency working, communication with Housing Providers, Social Care Direct, Social Workers, specialised support agencies and local charities and organisations.

Competencies required	
Core Competencies	<ul style="list-style-type: none"> • Promote choice, well-being, positive risk taking and the protection of the people we support from risk of danger, harm or abuse. • To work with the people we support to develop and deliver person-centred and trauma informed support, to include important people in their life if appropriate. • To encourage tenants to take an active role in service improvement, their support and in all decisions relating to them or their tenancy. • To support people with unconditional positive regard, understanding that behaviours perceived as challenging often reflect underlying trauma, or unmet needs. Our response is respectful and compassionate. • To support people to become part of a community of choice, to take part in enjoyable and purposeful activities. • To act as an advocate, or facilitate advocacy, where appropriate by acting on behalf of people who use the service.

	<ul style="list-style-type: none"> • To promote effective communication and joint working partnership with a range of agencies to ensure the best possible outcomes for the people we support. • To record and report information in accordance with operational guidelines and regulatory requirements. • To promote, monitor and maintain health, safety and security within the working environment. • To respect – as is included in the Ethos of Rowan Alba (Accept, Support and Include) – service users lifestyle choices. • Considering people’s age, gender, sexuality, ethnic origin, religious/cultural background, abilities/disabilities, dependencies, and other needs. <p>In our Settled accommodations;</p> <ul style="list-style-type: none"> • To provide practical assistance for domestic and personal needs to people as required, whilst encouraging personal responsibility and maximisation of personal choice. • To store food and provide meals in line with Rowan Alba’s Food and Nutrition Policy. • To administer medication. • To work to re-enable people with sight and/or hearing loss, so to develop a basic communication method, or to re-organise the home to make it more accessible.
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Person Specification

Experience	
Essential	<ul style="list-style-type: none"> • Demonstrate experience in delivering all aspects of the Job Description. • Experience of working independently as well as in a team setting • Demonstrate commitment to participation with the people we support. • Understanding of roles and boundaries • Able to generate own work and work with minimum supervision.
Desirable	<ul style="list-style-type: none"> • Minimum of one years’ experience of service delivery within a social care setting. • Experience in homelessness and rough sleeping

Knowledge and understanding

Essential	<ul style="list-style-type: none"> • Of issues faced by people who use the service • Understand the importance of supporting residents to understand their roles as members of the local community, with their own rights and responsibilities. • Understanding of regulatory requirements including Care Inspectorate and Scottish Social Services Council (SSSC) Code of Practice. • Knowledge of best practice in the provision of support services. • Take appropriate action if ethics and values are compromised.
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Skills, education, qualifications	
Essential	<ul style="list-style-type: none"> • Good self awareness • Desire to Learn and develop • To be able to travel from one place to another during working hours supporting the person(s) • Good verbal and written skills • Numeracy Skills • IT literate – be competent working with Microsoft Word or equivalent • Able to work under pressure and deliver results • Ability to work on own initiative and use good judgement. • Flexible, creative approach to solving problems using a person-centred way. • Organised and dependable • Scottish Vocational Qualification (SVQ Level 3 - Adults) qualification or willing to work towards it.
Desirable	<ul style="list-style-type: none"> • Be able to adapt your communication style to meet the needs of those you are working with.

Other essential requirements	
Essential	<ul style="list-style-type: none"> • Work effectively with a team; promoting and contributing to effective communication; working effectively in partnership with other professionals and demonstrate a commitment to the ongoing delivery of effective and appropriate service administration. • Ability to establish and sustain trust and confidence with colleagues, tenants and the general public promoting and representing Rowan Alba positively and professionally at all levels. • Ability to demonstrate resilience in dealing with emotions, distress and challenging behaviour.

	<ul style="list-style-type: none">• Committed to the demonstration of respect and compassion towards those we work with.• Positive outlook, self-motivated and flexible.• Committed to supporting those who face disadvantage or stigma.
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This job description outlines the general ways in which it is expected you meet the overall post. The list of tasks is not an exclusive one and duties may be varied from time to time by the line manager. Whilst you might be appointed to work in this service, you may be asked to work in different Rowan Alba services in order that we can support people in the most flexible and person-centred way. This job description is subject to regular review.