

Wellbeing Scotland

JOB DESCRIPTION

Job Title	Access to Records Support Worker
Location	Based in Alloa (Hybrid working between home and office)
Salary	£31,730 – £34,560
Hours of Work	Full Time – 35 hours per week
Reporting to	Access to Records Team Leader
Supervisory Responsibilities	None
Job Purpose:	Wellbeing Scotland operates an access to records service which offers survivors of childhood abuse emotional and practical support to access, catalogue and process historic files, enabling them to participate in Scotland's Redress Scheme.

Main Duties & Responsibilities

Access to records

- To work with a caseload to access records, providing low level emotional support.
- To ensure the process of access to records is started within 2 days of receiving a referral.
- To work with clients in a trauma informed way to identify where records may be held.
- To seek an update from the record holder within 28 days.
- To ensure ongoing risk assessment.
- To ensure ongoing evaluation with clients.
- To review client records if requested to do so by the client.
- To support the client in going through their records.
- To support the client in cataloguing the records and ensuring a chronological arrangement.
- Working with Redress Scotland to ensure that records are provided in an appropriate way.

Project Work

- To develop the service in accordance with the targets set .
- To work with partner organisations who hold records developing relationships.
- To work with Alliance partners where necessary.
- To respond to requests for information within timescales identified.
- Working creatively and in partnership to develop responsive services to survivors.
- To provide feedback on project challenges.
- To hold r focus groups of survivors using a variety of tools and interventions enabling them to feedback into the service.
- To negotiate premises to see clients or to provide online/ telephone support as appropriate.

Service Development

- To work collaboratively with administrative workers and the management team in problem-solving, project service planning and development.

Monitoring and Evaluation

- To maintain and monitor records, statistics, and evaluation systems and to follow administrative procedures and systems.
- To use evaluation tools appropriate to survivors of abuse and to funder requirements.
- To analyse data and produce quarterly reports in conjunction with the Operational Manager.
- To implement and develop with the admin team relevant monitoring and evaluation systems which allow the required quantitative and qualitative information to be gathered.
- To input findings into the learning of the funding body.

Accountability and Supervision

- To attend line management, supervision, staff team meetings as a priority

Personal Development

- To attend training in line with your personal development plan and appraisal.
- To attend supervision as a priority
- To acknowledge personal strengths and areas of growth or development
- To be aware of vicarious trauma and work with internal and external resources to work as healthily as possible
- To monitor the impact of the on the organisation (as well as self) and find ways for yourself, colleagues, and the organisation to maintain a positive, healthy workplace

Team Working and communication

- To work as a part of a team contributing positively and effectively
- To work jointly with other Wellbeing Scotland staff on the project as directed by the Chief Executive and Senior Management.
- Taking part in development days and staff meetings (by Zoom, Teams if necessary) as a priority.
- To produce clear, coherent, and useful written and electronic/digital reports.
- To communicate effectively both internally and externally as an ambassador of Wellbeing Scotland.

Qualifications/Skills

The Access to Records Support Worker must have relevant qualifications and experience in trauma informed practice (e.g. counselling, psychology, social work, education, health, youth work, support work)

Desirable Skills - The role will also require advocacy skills and any specific qualifications and experience in this area would be desirable.

In addition, the following would be essential:

- A good knowledge of the issues for survivors of abuse
- Experience of working in a trauma informed way
- Experience of delivering emotional support to people who have experienced childhood abuse
- Experience of working in an advocacy role or willingness to develop those skills
- Experience of effective assessment and risk management
- Strong administration skills
- Experience of using Excel
- Experience of establishing and maintaining boundaries
- Analytical skills and the ability to monitor, review and evaluate
- The ability to work within an ethical framework
- The ability to utilise supervision effectively
- Experience of working with child protection and vulnerable adult policy and procedures
- Knowledge and experience of working with partner agencies
- Evidence of an ability to set up and maintain an accessible service responsive to needs
- An ability to work as part of a team
- An understanding of local and national political contexts relating to childhood abuse in care
- Ability to work autonomously while mindful of accountability
- Excellent communication and interpersonal skills
- Excellent report writing skills

Desirable:

- Experience of providing services to service users who have been in care
- Specialist trauma training

Special Features of the Post

This post may require some evening or weekend work

This post is subject to a 6-month probation period

There may be periods or occasions when lone working occurs

The postholder will receive monthly supervision and Line Management