

JOB DESCRIPTION

JOB TITLE: SUPPORT WORKER

DEPARTMENT / SERVICE: EYPS

PURPOSE OF THE JOB

To provide flexible, person-centred and trauma-informed support to young people aged 16 to 25 who are affected by homelessness, trauma, or other life challenges, helping them to build confidence, develop skills for independent living, and work towards their personal goals.

To manage an individual caseload and build positive, trusting relationships with young people, offering practical, emotional and social support in ways that recognise their strengths, aspirations and potential.

To support young people to find, access and sustain suitable accommodation, develop everyday living skills, improve their wellbeing, reduce social isolation, and make informed choices about their lives and future.

To work collaboratively with colleagues and partner agencies to ensure young people receive coordinated support that meets their individual needs, including young people who may face additional barriers associated with being a New Scot or having a care background.

To maintain accurate and up-to-date records of support provided using Microsoft Dynamics and, where required by funding or service requirements, other recording systems such as ECCO Apricot and EYPS log sheets.

To maintain clear and appropriate professional boundaries that support young people to grow in confidence, stay safe, and remain in control of their lives during and after support.

To work collaboratively as part of the team while managing an individual caseload independently and acting as a key worker for the young people we support. To participate in regular team meetings, support and supervision.

To participate in learning and development opportunities that enhance knowledge, skills and reflective practice, and contribute to the continuous improvement of the service.

To use technology effectively to deliver high-quality support, including creating and maintaining support plans, risk assessments and records of support, monitoring outcomes, and gathering feedback from young people. The majority of this role involves lone working.

VALUES

The postholder will be expected to demonstrate LinkLiving's core values of:

- Empathy (listen to and understand an individual's needs and circumstances)
- Respect (treat others the way they wish to be treated)
- Integrity (be honest and have strong moral principles)
- Caring (show kindness and concern for others)

MAIN AREAS OF RESPONSIBILITY / TASKS

- Establish and maintain positive, trusting and respectful relationships with young people, using a person-centred, trauma-informed and strengths-based approach.
- Manage an individual caseload and plan support in a way that responds flexibly and creatively to the needs, goals, strengths and circumstances of each young person.
- Provide practical, emotional and social support to young people affected by homelessness, trauma and other life challenges.
- Support young people to engage with support, particularly where they may find it difficult to trust professionals or sustain involvement.
- Support young people to identify, plan for and work towards their personal goals, build confidence, and develop greater independence.
- Support young people to find, access, set up, maintain and sustain suitable accommodation, including those living in temporary accommodation, supported accommodation, permanent accommodation, sofa surfing or with no fixed place to stay.
- Support young people to develop everyday living skills, including shopping, cooking, cleaning, budgeting, managing money and benefits, and other household tasks.
- Support young people to maximise their income, access benefits and other financial entitlements, and apply for and sustain help with housing-related costs where appropriate.
- Support young people to understand and manage the responsibilities of a tenancy, including taking responsibility for their own safety and the safety and security of their home.
- Support young people to manage the challenges in their lives, build resilience and take positive steps towards a better future.
- Support young people to improve their wellbeing, mental health and physical health, and to reduce social isolation.
- Support young people to build local networks and connections in their communities, develop positive relationships, and access new interests, experiences and opportunities.

- Support young people to explore, access and sustain education, training, volunteering and employability opportunities where appropriate.
- Recognise and build on each young person's strengths, aspirations and potential, and tailor support in a way that reflects their individual needs and circumstances.
- Work closely with colleagues and other professionals involved in a young person's life to ensure coordinated, joined-up support.
- Liaise and work in partnership with other agencies and professionals involved in a young person's life, advocating on their behalf and helping them to access specialist or professional support where appropriate.
- Provide support in a way that is sensitive and responsive to the additional barriers that may affect some young people, including those who are care experienced or New Scots.
- Maintain clear and appropriate professional boundaries that support young people to grow in confidence, stay safe, and remain in control of their lives during and after support.
- Recognise and respond appropriately to risk, safeguarding concerns and wellbeing issues, following organisational procedures and professional responsibilities.
- Maintain accurate and up-to-date records, including records of support, personal outcomes, support plans, risk assessments, logs and commissioning or funding reporting systems such as Microsoft Dynamics, ECCO Apricot and EYPS log sheets, as required.
- Promote and actively encourage the involvement of young people in decisions about their support and in the development of the service.
- Use technology effectively to support service delivery, including creating and maintaining support plans, risk assessments and records, monitoring outcomes, and gathering feedback from young people.
- Work collaboratively as part of the team while managing an individual caseload independently and acting as a key worker for the young people supported by the service.
- Participate in regular team meetings, support and supervision, and contribute positively to a supportive and reflective team culture.
- Participate in learning and development opportunities that enhance knowledge, skills and reflective practice, and contribute to the continuous improvement of the service.
- Undertake post-registration training and maintain knowledge, skills and values relevant to the role.
- Carry out other duties within the scope of the post, including working flexibly across services where required to meet the needs of young people and the organisation.
- The majority of this role involves lone working.

RELATIONSHIPS

- Service Users
- Colleagues, including Link Group business partners
- Managers
- Local Authorities
- Partner Agencies
- Funding Bodies
- Regulatory Bodies
- NHS

You will comply with the Health & Safety Policy, reporting any matters of concern to the Health and Safety Officer, Representative or Line Manager. You will actively promote the Equality & Diversity Policy and practise in all aspects of the job role as it relates to colleagues, tenants, service users, contractors, consultants and external agencies.

To comply will all relevant data and records management legislation, policies and procedures by ensuring that all information is processed, stored, and destroyed in line with data management practices and retention periods

ACCOUNTABILITY

This post is accountable to the Service Delivery Manager.

PERSON SPECIFICATION

VALUES	ESSENTIAL	DESIRABLE
Empathy (listen to and understand an individual's needs and circumstances)	√	
Respect (treat others the way they wish to be treated)	√	
Integrity (be honest and have strong moral principles)	√	
Caring (show kindness and concern for others)	√	
EDUCATION & QUALIFICATIONS	ESSENTIAL	DESIRABLE
Willingness to work towards and achieve an appropriate qualification recognised by the Scottish Social Services Council (SSSC) to achieve and maintain registration with a regulatory body	√	
SVQ 3 Social Services and Healthcare at SCQF Level 7 or able to achieve qualification within required timescales	√	
KNOWLEDGE / EXPERIENCE & SKILLS		
Knowledge and understanding of the issues affecting service users		√
Building equal and positive relationships with people	√	
Demonstrate an understanding of working with people to include them and tackle exclusion	√	
Experience of working with vulnerable people, e.g. people with learning difficulties, mental health difficulties, people who are homeless or at risk of becoming homeless		√
Demonstrate a sound working knowledge of Child Protection legislation and processes.		√
Experience of working with people with complex needs, e.g. people with drug and alcohol dependencies, a history of offending, homelessness, experience of local authority care and trauma.		√
Experience of supporting people to develop independent living skills		√
Good personal computer skills and the ability to use technology efficiently to maintain and update records	√	
GENERAL / OTHER		
An ability to accept support to reflect on performance and accept feedback from others to ensure competence is maintained		√
Meet the requirements of registration with Protection of Vulnerable Groups Scheme check	√	

Flexible, practical, proactive and reliable approach. Able to work flexible hours including evenings, weekends and public holidays if required	√	
It is a requirement for employees working in regulated roles to achieve and maintain registration with an appropriate regulatory body, e.g. SSSC, within 6 months of commencing employment in post. SSSC registration in this post is as a Support Worker in a Housing Support and/or Care at Home Service	√	

<p>COMPETENCY MANAGEMENT FRAMEWORK ALL ARE ESSENTIAL AND WILL BE ASSESSED AT THE INTERVIEW STAGE</p>
<p>COMMUNICATION</p> <p>Communicates ideas and information effectively, both verbally and in writing, ensuring messages are clear and understandable. Shares information openly and encourages a two way dialogue. Use appropriate language and style that is both relevant to the situation and to the people being addressed.</p>
<p>CUSTOMER CENTRED APPROACH</p> <p>Puts the person at the heart of the service and is able to understand both internal and external customers and service users’ needs. Recognises that customers and service users are unique. Takes personal responsibility for securing the satisfaction and well being of customers and service users. Shows perseverance and innovation in resolving problems. Encourages and maintains open, positive relationships with a wide range of people. Listens and communicates assertively to ensure mutual understanding.</p>
<p>INNOVATION</p> <p>Constantly strives to evaluate, question and improve how things are done. Views improvement as a continuous process. Creatively explores and applies innovative approaches to improve the quality and delivery of services.</p>
<p>LEADERSHIP</p> <p>The ability to lead, inspire and encourage others to meet business objectives whilst providing a clear vision and sense of purpose in all activities. Actively participates and contribute towards Project Teams, Committees and other working groups. Is supportive of colleagues, including secondees, placements and new employees.</p>
<p>PERSONAL EFFECTIVENESS</p> <p>Takes personal responsibility for making things happen and achieving results. Presents ideas clearly and persuasively. Willing to take responsibility in challenging circumstances or when things go wrong. The ability to recognise and control own emotions and to respond to situations objectively, even when under pressure. The self-confidence and flexibility to adapt own response to suit the needs of the situation or to respond flexibly depending on the other persons approach.</p>
<p>PROBLEM SOLVING AND REASONING</p> <p>The ability to identify and resolve problems by gathering and analysing information from a range of sources, and make informed and effective decisions. Draws appropriate conclusions and considers the consequences of these decisions. Ability to work effectively within a team.</p>

INFORMATION SYSTEMS

A functional understanding of Link’s core information communication technology – including Microsoft Office systems. An ability to access and use personal computer software for effective communication and the management of information. Has a basic knowledge of PCs, including keyboard skills and will take active steps to update personal computer literacy skills and to support others when required.

WORKING TOGETHER

Willingness to participate and contribute effectively to the team effort. Will put own interests aside when appropriate to meet the needs of the team. Takes positive action to build the team and works through conflict to achieve resolution. Makes other team members feel valued. Knows what their team aims to achieve, their role and the part they play and takes positive action to build the team mentors/coaches new employees.



TERMS AND CONDITIONS OF EMPLOYMENT

Noted below is a summary of the general terms and conditions of employment of LinkLiving employees. Those quoted apply to full-time posts and part-time staff will be eligible to receive the same employment terms on a pro-rated basis. Employees on fixed term contracts are also eligible, subject to the restriction of their contract. An individual contract may determine additional terms particular to that appointment and employees should also refer to their own contract of employment.

Hours

Full-time, 37.5 hours per week, usually Monday to Friday, but requires flexibility around the needs of the service.

Contract

The post is permanent

Salary

Placement within the salary range will be dependent on a number of factors including skills and experience.

Progressing through the salary range will be determined by an assessment of individual performance against an agreed Job Plan and following a recommendation made to the Management Team at each performance year-end.

Support Worker Salary Range £26,228 - £27,104 per annum (dependent on skills & experience).

An Inflation-Related Pay Award is normally awarded annually in April.

Annual Leave

35 days pro rata per annum (including public holidays) rising to 38 days after completion of three years' service.

Pension

Link is required by law to automatically enrol eligible employees to its pension scheme. Auto-enrolment rates from 1 April 2019 are:

- Link: 5% of basic salary
- Employee: 3% of basic salary

Employees can opt to increase their contributions:

Employee:	4%	5%
Link:	6%	6%

Travel

LinkLiving will support eligible employees employed by LinkLiving and providing support to service users across a geographical area where a bus pass is the most cost-effective means of travel, with the cost of a monthly bus pass. Eligible employees can claim for the cost of a monthly bus pass through iTrent Self Service. Reimbursement will be made through payroll and tax and national insurance contributions deducted. Claims for annual bus passes will not be authorised.

On-Call

Where an on-call rota is in place, a separate allowance of £20 will be paid per shift.

Time Back

There is a time back arrangement for additional hours worked in excess of the contracted hours.

Probationary Period

There is a 6-month probationary period, which may be extended to 9 months following consultation with individuals.

Support and Supervision

You will have regular support and supervision meetings with your line manager

Smoking

All Link group offices operate a NO SMOKING POLICY – you may have to work with service users who smoke.

Health Care Cash Plan

A non-contributory Healthcare Cash plan scheme for employees and children under 18 years old. [Option to include partners]

Protecting Vulnerable Groups Scheme (PVG) Information for applicants who wish to work with Link

People who work on a regular basis with vulnerable groups will be required to join the Protecting Vulnerable Groups (PVG) Scheme. This Scheme replaces the Enhanced Disclosure Scotland checking process for organisations and it is a mandatory requirement of working within Link.

As well as strengthening safeguards for children, the PVG Scheme will improve protection for adults because, for the first time in Scotland, there will be a list of those who are barred from working with protected adults - there is already a list of those who are barred from working with children. A protected adult is a person, aged 16 or over, who receives one or more type of care or welfare service either regularly or for a short period of time.

People who work, on a regular basis, with vulnerable groups will join the PVG Scheme and from then on, their membership records will be automatically updated if any new vetting information arises. Vetting information is conviction information retrieved from criminal justice systems and nonconviction information held by the police that is considered relevant.

Link will meet the cost of any new PVG scheme membership or scheme record update.

For further information please refer to the disclosure Scotland website - <http://www.disclosurescotland.co.uk/pdf/protecting-vulnerable-groups-scheme.pdf>