

Job Description

Key Worker, Women in Safe Homes (WiSH)

Adult Residential Services

Under Schedule 9 of the Equality Act 2010 only women are eligible to apply.

For over 50 years, Cyrenians has tackled the causes and consequences of homelessness. We understand that there are many routes into homelessness. And that there is no 'one size fits all' approach to supporting people towards more positive and stable futures.

Our mission is to tackle the causes and consequences of homelessness through learning from lived experience; by delivering targeted services which focus on prevention, early intervention and support into a home; and by influencing changes in legislation and policy.

Our way of working is built on four core values, which are at the heart of all our work and decisions:

Compassion Respect Integrity Innovation

[Read more about us and our values](#)

1 General

Cyrenians residential services provide supported accommodation to people who are experiencing homelessness. Good quality temporary accommodation with support is a crucial part of moving on from homelessness, and we pride ourselves on the high standard of both our accommodation and the support we offer.

Our adult residential services are as follows:

- LEAP out of hours care service. A home for people while they are engaged in treatment to address drug and alcohol addiction.
- Foxglove House. A shared house for women who are homeless and requiring support to continue their recovery.
- Social Bite Village. A partnership with Social Bite providing high-quality eco housing and a community of support for adults experiencing homelessness
- Crighton Place. A step-down accommodation service for people being discharged from hospital.
- Women in Safe Homes (WiSH)

About WiSH

Women who are homeless and have experienced domestic abuse need a place where they can feel safe and secure, and access to support which will help them to recover and rebuild their lives. We provide self-contained temporary

accommodation for up to 30 households, until a more permanent home can be found.

The service also provides visiting support which to help address both the practical and emotional impacts of domestic abuse and homelessness. This is delivered by a small, dedicated team of key workers, each carrying a caseload of 8-10 women.

Support includes the practical help needed to settle into new accommodation and new routine, for example:

- Help with benefits and home amenities
- Orientation into a new neighbourhood.
- Help to identify and manage risk, including risk from the perpetrator of domestic abuse.
 - This involves working closely with other agencies, including the police.
- Identifying additional support and opportunities, including more permanent accommodation to move on to.

2 What is Cyrenians Key Work?

Key Workers are staff whose primary role is to work with an allocated case load of service users. The main function of the role is to provide regular support that helps people to manage and/or move on from a difficult situation.

Key work within Cyrenians means providing 1:1 support in line with our values and linked to evidence-based practice.

Our attitude

Our attitude is closely aligned to the Housing First principles - housing is a basic right and service and engagement should be based around an individual's choice. We respond to the whole person rather than just the evident or presenting problem. We are creative and look for opportunities and ways to work with people as the responsibility for engagement is our own and not our clients.

Our style

The people we work with have had multiple failed tenancies and often know the range of traditional support approaches better than staff do. Therefore, we need to be flexible, creative and use initiative to open opportunities to build relationships and make the service feel genuine and different from what has gone before.

Our practice

We are approachable, skilled, knowledgeable, person-centred, flexible, tolerant and understanding. We are tenacious and persistent in the offer of help and, if we are not able to provide what is needed, we will guide people to those who can. We provide intensive case management to assist people with the other obligations and professional relationships they want to link in with. Above all, we do what we say we will do and provide a reliable, trustworthy contact for people.

Some of our service users have children. While our key workers do not provide direct one-to-one support with children, our service also benefits them, and therefore we expect there to be some contact/interaction with children when carrying out this role.

3 Tasks and Responsibilities

Supporting People

- Build trusted working relationships with clients and establish mutual respect
- Liaise with other support workers and participate in relevant meetings to understand the clients wider support network
- Provide advocacy and accompaniment to meetings and appointments
- Support the client to identify their housing solutions e.g. location
- Identify any interests or likes of clients that can be incorporated into their support plan; empowering them to connect with activities and organisations within the wider community.

Finding Accommodation

- Liaise with Cyrenians WiSH property team to identify available accommodation
- Facilitate the planning and implementation of all tasks associated with moving into the tenancy
- Support the client to understand their tenancy agreement their rights and responsibilities as a tenant as well as in relation to their (Cyrenians) landlord.
- Respond promptly to any concerns raised by the tenant, property team, or wider community.

Support plan

- Participate in service planning meetings and reviews
- Maintain an individual work plan which is consistent with the overall service plan
- Participate in regular one-to-one meetings with line manager to monitor progress against objectives.
- Complete mandatory training that is assigned (including Health & safety, GDPR/data protection, etc.)
- Undertake further training appropriate to the role (e.g. DASH, Marac)
- Comply with systems to record case notes and client contact

Knowledge

- Maintain a generalist knowledge of the welfare system
- Attend relevant networking meetings, conferences and events
- Support a system of knowledge exchange within the team to ensure best practice

Monitoring and Evaluation

- Participate in learning/training associated with monitoring and evaluation
- Ensure Cyrenians reporting systems are embedded into the service and are maintained
- Regularly monitor and report on activity in line with the charity's systems
- Ensure that record keeping complies with requirements of the relevant Care Inspectorate registration

Safeguarding

- Maintain a detailed knowledge of Child and Adult protection protocols
- Prioritise the welfare of vulnerable adults and children/young people above all other considerations. Prevent, report and respond appropriately to abuse and seek advice whenever action is required.

Health & safety

- For Properties report any health and safety-related concerns to Cyrenians Property Team
- Assess any additional risks, which may arise in relation to Wish properties
- Contact Cyrenians Compliance team for any other

Lone working

- Keeping work diary up to date
- Use the live-location function on work mobile phone to record expected length of visits and sign in and out.
- Consistently risk-assess situations where you are working alone, ensuring your own safety and that of others.

SSSC registration

- Complete SSSC online registration within 3 months of starting in role
- Renew registration on annual basis (Cyrenians will contribute to the cost) and complete all required learning, training and qualifications within given timeframes.

Practical considerations

This role involves working in the community therefore travel is required, including use of own vehicle or public transport, as well as walking, climbing stairs, standing and sitting.

Staff are not expected to do any heavy lifting.

4 Person Specification

Under Schedule 9 of the Equality Act 2010 only women are eligible to apply.

Values and attributes	
Positive outlook, self-motivated and flexible	Essential
Ability to demonstrate resilience in dealing with emotions and distress	Essential
Committed to supporting those who experience trauma, face disadvantage or stigma	Essential
Committed to the demonstration of respect and compassion towards those we work with.	Essential
Knowledge and Experience	
Extensive experience of working within homelessness, social work, health, or a related field	Essential
Experience of working with women and children who have experienced domestic abuse	Essential
Ability to work in partnership with other organisations	Essential
Demonstrable understanding of challenges faced by those moving into a new home	Essential
Ability to work autonomously to plan workload, meet deadlines and also work as part of a wider team.	Essential
Ability to use IT systems to produce reports	Essential
Excellent written and verbal communication skills	Essential
Knowledge of local services and networks in the local area	Desirable
Qualifications	
SVQ level 3 or above, or a willingness to work towards	Essential

5 Terms & Conditions

<u>Employer:</u>	Cyrenians
<u>Line Manager:</u>	Senior Key Worker
<u>Liaison with:</u>	Cyrenians Property Team, Outreach Services,
<u>Workplace:</u>	Edinburgh
<u>Working Hours:</u>	30 hours per week (Tuesday to Friday), with flexibility to work some evenings and weekends if required
<u>Annual Leave</u>	28 days plus 10 public holidays pro rata
<u>Salary:</u>	£27,022 - £28,744 pro rata (scale points 20 to 24). This equates to £21,909 per annum for a 30-hour week at SCP20

<u>Pension:</u>	Auto-enrolment into Qualifying Workplace Pension Scheme (QWPS) which is a Group Stakeholder Pension Scheme paid by salary exchange. Current contributions being 5% employee and 3% employer. Option of enhanced Employer contributions to the same QWPS of 6% initially, rising to 9% after 2 years and 12% after 5 years (subject to employee contributions of 6%)
<u>Disclosure:</u>	PVG membership (adults & children) required
<u>Registration:</u>	SSSC registration required within 3 months of starting the post.

6 Closing Date and Interviews

<u>Closing date:</u>	12 noon on Monday 24th August 2026
<u>Interview date:</u>	1 st & 2 nd September 2026
<u>Second stage:</u>	TBC

Please refer to the Recruitment Information leaflet for further information on completing and submitting your application form.

Further information can be found at www.cyrenians.scot