

Job Description

Key Worker - City Community

Full-time - 37 hours per week

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. That's why all our work is values-led and relationships-based. We meet people where they are and support them towards where they want to be.

Our mission: 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.

Compassion | Respect | Integrity | Innovation

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

1 General

About the service

The purpose of the Communities is to provide a safe and stable community environment for young people (aged 16-30) to live, learn and develop together. Our unique approach to supported accommodation helps young people to develop their skills through training and ongoing support.

The City Community is based in North Edinburgh and provides accommodation for up to 7 young people who have experienced a tough reality and risked homelessness due to neurodiversity, family breakdown, drug or alcohol issues or poor mental health.

The residents live alongside volunteers who act as peer mentors. Together they manage the day-to-day domestic tasks and decisions within the community alongside the residents. The process of being involved in decision-making empowers residents and helps to develop their confidence, skills and abilities.

About the role

This role combines key work support to residents, and guidance and support to volunteers. The staff team work alongside all residents and volunteers to motivate, encourage and empower all members of the community. The key worker will support the young people to ensure their voice is being heard and their needs are being met, in line with the Cyrenians Community Model, ensuring the highest quality of service is provided.

2 Tasks and Responsibilities

Support young people in the communities

- Provide daily support, as well as planned 1:1 keywork sessions, to enable the young people to work towards their desired goals.
- Ability to provide emotional support through emotive and challenging times.
- Ensure all residents have clear support plans and that these are reviewed regularly.
- Review support regularly to monitor and highlight progression of the resident's journey.
- Support residents to move on from the Communities – preparing for their next steps.
- Carry out assessments of referrals to the Communities.
- Provide support and full induction to all new residents and volunteers.

Use a facilitative approach to support the life of the community including organisation of activities, household routine, and conflict management

- Facilitate community meetings to plan community events/activity and to handle conflict constructively.
- Participate in training around effective support work
- Plan and facilitate workshops for volunteers and residents
- Support everyone to ensure a smoothly run household routine; including cleaning, cooking and other tasks - enabling young people to develop their skills and confidence.

Support excellence and continuous improvement

- Support the development of additional activities and therapeutic interventions, as funding and resource opportunities arise.
- Link with the wider organisation, and external partners, to ensure residents have opportunities for volunteering, training and/or work experience.
- Ensure full involvement by all community members in planning and developing the service
- Work to all service policies and procedures, ensuring best practice.
- Provide cover when required at the Farm Community (West Lothian)
- Complete mandatory in-house compliance training (currently including: Health and safety, GDPR, EDI, and Sexual harassment)

Participate in planning, monitoring and evaluating the service

- Work with the team to identify, assess and mitigate risks within the service.
- Ensure all health and safety policies and procedures are understood and followed
- Ensure that records are kept up to date and comply with funders monitoring requirements.
- Regularly monitor and report on activity in line with the Cyrenians systems.
- Participate in learning and training associated with planning, monitoring and evaluation.

Support the marketing of the service to ensure all places in the Communities are fully utilised by vulnerable people

- Contribute to the service marketing strategy, to ensure places are taken up by as many vulnerable young people as possible.
- Assist with the promotion of the service through engagement with other agencies, attendance at networking meetings etc.
- Attend meetings and events as required.
- Keep up-to-date with changes and developments in the field as agreed with the Service Manager.

On-Call support

- The staff team are required to provide on-call support out of hours and over the weekends.
- This is managed through a rota system which staff cover 1 week in 6 (with some flexibility to ensure holidays and absence are covered).
- This involves providing telephone support to volunteers if difficult situations arise which require staff input in decision making.
- Only in very serious situations would staff be required to attend.
- The On-call support worker covers both City and Farm Communities.
- On-Call Support is remunerated separately.

Practical considerations

You will be based at our City Community residence for the majority of your time. This is a 3-story townhouse with lots of stairs and communal spaces. From time to time, you will accompany residents on outings off-site (arranged in advance).

The service requires staff cover all year round. Bank holidays are rolled into annual leave and can be booked at any time. We need skeleton staff cover on Christmas and New Year - this is arranged in advance and in consultation with the team. Working on those days is paid at double time.

Scottish Social Services Council

As a Care Inspectorate registered service, staff are required to be registered with the SSSC within 3 months of starting in post. You must also fulfil any conditions of your registration within the stated time frame.

3 Person Specification

Skills and Experience	
Proven experience of working with vulnerable people in one-to-one, group or residential settings	Essential
Knowledge of the issues young people may face, including mental health issues	Essential
Excellent interpersonal and relationship building skills	Essential
Ability to liaise with referring organisations and other professional networks	Essential
Experience of using systems to monitor progress and demonstrate impact	Essential
Experience following policies and procedures to implement best practice	Essential

Excellent IT and organisational skills	Essential
Group work skills including facilitation, team building and personal development activities	Desirable
Experience of working with volunteers	Desirable
Qualifications and training	
SVQ level 3 or above; or a willingness to work towards obtaining SVQ 3	Essential
Values and attributes	
Confident in dealing with difficult situations, including crisis and conflict	Essential
Positive with the ability to motivate others	Essential
A commitment to team working	Essential

4 Terms & Conditions

<u>Employer:</u>	Cyrenians
<u>Line Manager:</u>	Senior Key Worker
<u>Workplace:</u>	City Community, Leith, Edinburgh
<u>Working Hours:</u>	37 hours per week (Monday-Friday)
<u>Annual Leave</u>	28 days plus 10 public holidays pro rata
<u>Salary:</u>	£27,022 - £28,744 per annum (scales points 20-24)
<u>Pension:</u>	Auto-enrolment into Qualifying Workplace Pension Scheme (QWPS) which is a Group Stakeholder Pension Scheme paid through 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>Funding:</u>	The service is funded through City of Edinburgh Council Health and Social Care spot purchase.
<u>Disclosure:</u>	PVG membership (children and adults) is required.

5 Application deadline and Interview dates

<u>Closing date:</u>	12 noon on Monday 5 th October
<u>Interview date:</u>	Thursday 15 th October
<u>Second stage:</u>	To be confirmed

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