

Support Worker (Nights)

Location: Branston Court, 95 Panmure Street, Glasgow, G20 7SJ

Grade: SCP 19-22 (£21,427-£23,194 per annum)

Job Purpose

Our Branston Court programme provides 24-hour support and accommodation to young people living in Glasgow. We offer a safe environment for 22 young people, many of whom have experienced significant tough times in their lives.

Our team of Support Workers support our young people with opportunities to take part in workshops and group work which helps to enhance their self-esteem, as well as helping with their budgeting and financial skills.

Branston Court is also home to our Reach Out team. This allows us to support those that are ready to transition in to a tenancy of their own.

Role and Responsibilities

- Develop positive, respectful and compassionate relationships with the people we support, focusing on their strengths and aspirations as individuals.
- Have a high standard of professional integrity with colleagues and other professionals.
- Establish clear professional boundaries with the people we support.
- Advocating on behalf of the people we support
- Actively practicing person-centred planning and unconditional positive regard
- Taking a Psychologically Informed Environment (PIE) approach.
- When required, assists case manager of the person we support in facilitating key work meeting to develop and review support plans in collaboration with those we support.
- Provide appropriate levels of high-quality support to those we support.
- Accurately record matters relating to the wellbeing of those we support when required.
- Completing incident reports to a high standard and following the correct sharing and escalation process
- Having detailed knowledge of other relevant programmes and signpost and refer to other agencies as appropriate.
- Ensure those we support are aware of the programme provision on referral including emergency referrals.
- Manage health and safety/fire safety controls within the programme as guided.

- Out of hours social media and telephone support for those we support when required.
- Maintaining a safe environment for those we support, colleagues and others.
- Undertaking household duties to maintain the accommodation to a high standard
- Actively contribute to your programme and the organisation's development and improvement.
- Participate in team meetings.
- Attend and participate in training and share learning experiences.
- Engage in reflective practice.
- Feedback on the review of organisational policies and procedures and local guidelines.
- Promote and represent Right There programmes positively.
- Strive for continuous personal and professional development.
- Engage with any organisational initiatives or working groups such as NHS Healthy Working Lives, Investors in People, the LGBT Charter, etc.

What we expect from you

Our values make us who we are and define our actions and behaviours every day. We'd expect the post-holder to uphold and represent our organisation in a way that reflects our values and person-centred way of working.



What you can expect from us

We value our staff as our greatest asset and will provide the following working conditions:

- The post holder will report to the Senior Support Worker and through them to the Programme Manager.
- An average of 39 hours per week on a shift rota system to ensure 24-hour programme provision and provide adequate level of support to the programmes.
- Shifts will normally be worked during the 'night period', which covers the hours between 11pm and 6am.
- You may be required to work from such other place as the organisation may reasonably require from time to time.
- Annual leave entitlement of 234 hours holiday (equivalent to 6 weeks) per year in the first year rising to 312 hours (equivalent to 8 weeks) pro rata per year in the second.
- All appointments are subject to a minimum of a 12-week probationary period
- You will be automatically enrolled into the People's Pension following successful completion of your probationary period, provided you meet the auto-enrolment criteria
- It is the nature of the work of Right There that tasks and responsibilities are, in many circumstances unpredictable and varied. All employees are, therefore, expected to work in a flexible way when the occasion arises.
- Right There offers varied learning and development opportunities, including professionally relevant training and further education options to encourage continuous development

Person Specification

Qualifications	Behaviour	Essential Knowledge
Qualifications	Awareness of current relevant legislation and policies relating to housing and social care Knowledge of issues surrounding homelessness Awareness of PIE framework	Qualified to SVQ2 and/or willing to work towards relevant qualification – SVQ3
		Desirable Knowledge
		First Aid Certificate Other relevant training Counselling skills in drugs, alcohol and mental health Knowledge of local resources and programmes Experience of working in a similar environment Experience of crisis work with vulnerable people
Values and Competency	Behaviour	Essential Skills and Experience
Respect- Interpersonal Skills	Ability to build relationships with those we support, gaining their trust and understanding their needs A commitment to championing the rights of those we support	Ability to ensure the programme is delivered in accordance with corporate policy and Right There values Skills and ability in effective time management and working to deadlines Ability to compile comprehensive reports as required Knowledge of local resources and programmes Computer literate and competent with Microsoft Office software package Flexibility with regards to working patterns Ability to respond at short notice to crisis situations
Integrity- Leadership and Accountability	Understanding and respecting the importance of confidentiality Maintains commitment and completes undertakings, accepting responsibility for own actions	
Compassion- People Focus	Commitment to provide a culture of safety, fairness and inclusiveness. Ability to understand and consider the views, concerns and needs of others when taking action Commitment to providing a culture where the people we support are treated with compassion and unconditional positive regard	
Aspiration- Developing People and Programmes	Ability to work cooperatively with others as part of a team demonstrating commitment to group objectives Ability to work towards performance	

Reflection- Continuous Improvement	targets to achieve agreed results A commitment to our aim of continuous improvement and reflective practice in all areas of our work Commitment to continuous personal and professional development	
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