

Senior Support Worker

Location: Highland Reach Out

Grade: SCP 23-26 (£23,843-£26,164)

Job Purpose

To help end homelessness by providing a high-quality, community-based outreach housing support service to adults (age 16+) who are living in their own or temporary (including bed and breakfast) accommodation in the Highland Council area. Highland Reach Out is our in the community program which is a community-based outreach housing support programme that works with anyone aged 16+ who are living in their own home or in temporary accommodation. We are based in Inverness.

Role and Responsibilities

- Develop positive, respectful and compassionate relationships with the people we support, focusing on their strengths and aspirations as individuals.
- Develop positive and supportive relationships with your staff team.
- Have a high standard of professional integrity with colleagues and other professionals.
- Establish clear professional boundaries with the people we support.
- Ensuring person centred planning and unconditional positive regard is undertaken by staff.
- Taking a Psychologically Informed Environment (PIE) approach.
- Ensuring the needs of the people we support are being met.
- Ensuring support plans and risk assessments for those we support are completed and updated.
- Advocating on behalf of the people we support.
- Arranging and facilitating regular support and supervision sessions with your team members, utilising best practice in performance management to ensure staff are supported to undertake their roles.
- Completing yearly appraisals and personal development plans with your staff team.
- Investigate and resolve any complaints made by the people we support.
- Ensure staff are utilising the support plan information management system to record and assess the progress of the people you are supporting.

- Having detailed knowledge of other relevant services.
- Ensuring a safe environment for those we support, our employees, and others within the office or in the community.
- Regularly auditing the files of those who we support.
- Compiling Right There Key Performance Indicators (KPI) and any required local authority returns / reports.
- Reporting all required Care Inspectorate notifications.
- Developing participation within the service from the people we support.
- Investigating any issues of misconduct within the organisation.
- Represent Right There to other agencies or services including Local Authority, Social Work, Housing Services and other relevant services.
- Actively contribute to your service and the organisation's development and improvement.
- Facilitate team meetings.
- Attend and participate in training and share learning experiences.
- Engage in reflective practice.
- Feedback on the review of organisational policies & procedures and local guidelines.
- Promote and represent Right There services 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 Service Manager and through them to the Operations and Business Manager.
- Your normal working hours are 39 per week. These hours are usually worked Monday to Friday, and *flexibly between the hours of 8.00am to 6.00pm*, with core hours over the period from 10am to 4pm, *with one-hour unpaid break*. Variations to these hours must be agreed with your line manager. The post holder will be expected to be part of an organisational / service on call system and be flexible with their working hours to cover occasional evening and weekend work when required.
- Working arrangements must be agreed with your line manager, based on the needs of the service.
- You may be required to work from such other place as the organisation may reasonably require from time to time.
- This role involves main responsibility of overseeing the In The Community programme (Outreach) however you will also be expected to work across the At Home programme (Aftercare) as well.
- Annual leave entitlement of 210 hours holiday (equivalent to 6 weeks) pro rata per year in the first year rising to 280 hours (equivalent to 8 weeks) pro rata per year in the second. This includes public holidays
- 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.

<p>Compassion- People Focus</p>	<ul style="list-style-type: none"> ○ 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 ○ Ability to ensure employees are coached and mentored as and when required 	<ul style="list-style-type: none"> ○ Working knowledge of SSSC Codes of Practice ○ Knowledge and experience of working to Care Inspectorate Standards ○ Experience of working with vulnerable people relevant to this service area ○ Ability to demonstrate understanding of needs of those we support. ○ Able to demonstrate experience of person-centred approach to working with people ○ Computer literate and competent with Microsoft Office software package
<p>Aspiration- Developing People and Services</p>	<ul style="list-style-type: none"> ○ Creating a culture where learning and development is promoted and encouraged for the good of staff and services ○ Invests sustained effort in making a significant impact on service development and improvement 	<ul style="list-style-type: none"> ○ Ability to support staff to develop skills in assessment, support planning, risk assessment and reviews
<p>Reflection- Continuous Improvement</p>	<ul style="list-style-type: none"> ○ A commitment to our aim of continuous improvement and reflective practice in all areas of our work. ○ Commitment to continuous personal and professional development 	<ul style="list-style-type: none"> ○ Able to demonstrate skills and experience in prioritising staff resources to meet the needs of individuals / group