

Support Worker

Location: Pathways Reach Out, 37 Kitting Street, East Kilbride, G74 4JW

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

Job Purpose

To help end homelessness through providing a high-quality Reach Out support Service for homeless individuals transitioning from temporary to permanent or other suitable long-term accommodation.

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
- Actively practicing person-centred planning and unconditional positive regard.
- Taking a Psychologically Informed Environment (PIE) approach.
- Arranging and facilitating weekly meetings to develop and review support plans in collaboration with the people we support to meet their individual needs to independently manage in their tenancy.
- Developing life skills with the people we support including how to maximise income, involvement in meaningful activities, budgeting, shopping, cooking and any other skills that aid to independence.
- Advocating on behalf of those we support
- Managing diary and time effectively to ensure external Reach Out visits are carried out and continuous support is arranged as applicable.
- Ensure capacity for Reach Out visits is maximised when required or appropriate.
- Assist the people we support to engage and integrate into the local community and become active citizens.
- Utilising Better Futures and Sharepoint information management system to record and assess a service user's progress.
- Having detailed knowledge of other relevant services and signposting or referring the people we support when required.
- Maintaining a safe environment for the people we support, colleagues and others.
- Compiling and reviewing risk assessments for those we support

- Promoting the involvement of those we support in the improvement and development of the Reach Out service.
- 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 organisations 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 polices & 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 etc.

Policies and Procedures

Right There strives for best practice within social care and expects all staff to adhere to:

- Right There's policies and procedures.
- Scottish Social Services Council (SSSC) Codes of Practice
- Health and Social Care Standards (My support, my life)
- Health & Safety legislation and practices.
- Register with any required government bodies and ensure membership is updated and any attributed costs are paid for.

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 Service 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 one-hour unpaid break.* Variations to these hours must be agreed with your line manager
Your usual place of work will be 37 Kittoch Street, East Kilbride, G74 4JW. You are also required to work in the local community, and you will be paid travel expenses between your usual place of work and appointments undertaken in the course of your duties
Alternatively, you may also choose to work remotely from your home address
Working arrangements must be agreed with your line manager, based on the needs of the service
Expenses are not payable for travel between your home to your usual place of work
- You may be required to work from such other place as the organisation may reasonably require from time to time.
- 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.

Person Specification – Support Worker, Pathways Reach Out

Qualifications	Behaviour	Essential Knowledge
Qualifications	<p>Knowledge of current relevant legislation and policies relating to housing and social care</p> <p>Knowledge of issues surrounding homelessness</p> <p>Experience of crisis work with vulnerable groups</p>	SVQ level 3 H&SC or SCQF equivalent (or are willing to work towards)
		Desirable Knowledge
Values and Competency	Behaviour	Essential Skills and Experience
Respect- Interpersonal Skills	<p>Ability to create an environment which promotes co-operation, trust, and open exchange of ideas</p> <p>Ability to work cooperatively with others as part of a team demonstrating commitment to group objectives</p> <p>A commitment to championing the rights of those we support</p>	<p>Ability to ensure the service is delivered in accordance with corporate policy and Association objectives</p> <p>Skills and ability in effective time management and working to deadlines</p> <p>Ability to compile comprehensive reports as required</p> <p>Knowledge of local resources and services</p>
Integrity- Leadership and Accountability	<p>Understanding and respecting the importance of confidentiality</p> <p>Ability to successfully manage own caseload.</p> <p>Ability to work towards performance targets to achieve agreed outcomes.</p>	<p>Flexibility with regards to working patterns</p> <p>Ability to travel within agreed geographical area</p> <p>Driving license and access to a car for work purposes</p> <p>Ability to respond at short notice to crisis situations</p>
Compassion- People Focus	<p>Commitment to provide a culture of safety, fairness, and inclusiveness.</p> <p>Ability to understand and consider the views, concerns, and needs of others when taking action</p> <p>Commitment to providing a culture where those we support are treated with compassion and unconditional positive regard.</p> <p>Ability to support and mentor colleagues, as and when required</p>	

Aspiration- Developing People and Services	Invests sustained effort in making a significant impact on service development and improvement.	
Reflection- Continuous Improvement	A commitment to our aim of continuous improvement and reflective practice in all areas of our work. Commitment to continuous personal and professional development	