

Support Worker

Location: East Dunbartonshire Reach Out, 95 Panmure Street, Glasgow, G20 7SJ

Grade: SCP 19-22 (£22,498-£24,354 per annum)

Job Purpose

To help end homelessness through providing a high-quality support service for people who are at risk of, are homeless or those who require support through maintaining a tenancy.

Role and Responsibilities

- Develop good communication and working relationships with those we support, colleagues and other professionals.
- Advocate on behalf of the people we support.
- Support the people we support in the local community.
- Represent Right There to local partnership agencies including Local Authority, Social Work, Housing Programmes and other relevant bodies.
- Provide appropriate levels of high-quality support to the people that we support.
- Maintain case files and ensure all relevant documentation is completed to the highest standards and within agreed timescales.
- Accurately record matters relating to the people we support, and report as appropriate through the development of support plans.
- Arrange and facilitate key work meetings utilising support plans
- Signpost and refer to other agencies as appropriate.
- Ensure you adopt a person-centred approach and participate in reflective practice.
- Ensure the people we support are aware of the service provision.
- Assist those we support with housing benefit forms and associated legal correspondence when required.
- Ensure maintenance within properties is managed appropriately and those we support have what they need.
- 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.

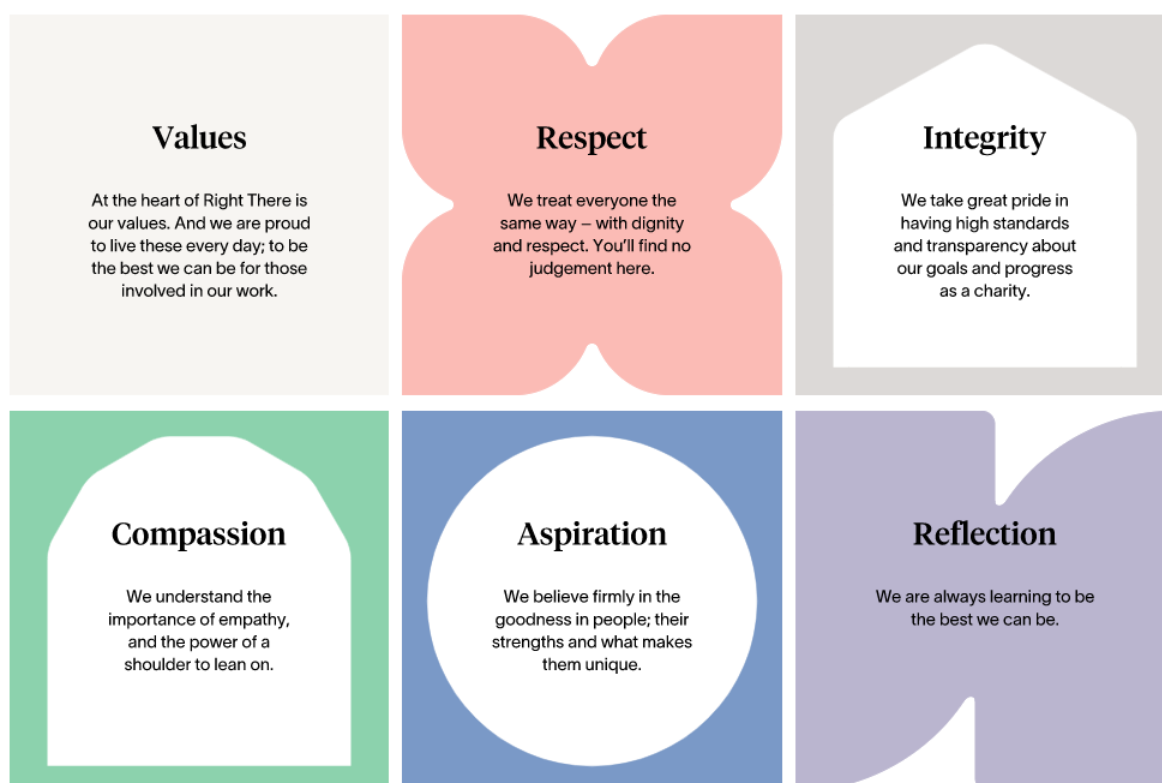
- Feedback on the review of organisational policies & procedures and local guidelines.
- Promote and represent Right There Programmes positively.
- Strive for continuous personal and professional development.
- Engage with any organisational initiatives or working groups such as NHS Healthy Working Lives, Investors in People, etc.

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

- Right There's policies and procedures.
- Scottish Social Programmes 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 memberships 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 Service Manager
- Your usual place of work will be 95 Panmure Street, Glasgow, G20 7SJ. 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 where appropriate.
Working arrangements must be agreed with your line manager, based on the needs of the service.
- Your normal working hours are 35 per week. These hours are usually worked Monday to Saturday, and flexibly between the hours of 8.00am to 8.00pm, with one-hour unpaid break. Variations to these hours must be agreed with your line manager.
- 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 in the month that you will complete 3-months of employment, 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, East Dunbartonshire Reach Out

Qualifications	Behaviour	Essential Knowledge
Qualifications		<p>Qualified to SVQ Level 3 H&SC or SCQF equivalent or willing to work towards</p> <p>Knowledge of current relevant legislation and policies relating to housing and social care</p> <p>Awareness of issues surrounding homelessness</p> <p>Awareness of PIE framework and reflective practice</p> <p>Desirable Knowledge</p> <p>First Aid Certificate</p> <p>Housing Qualification</p> <p>Experience of working in a similar environment, or in crisis work</p> <p>Counselling skills in drugs, alcohol and mental health</p>
Values and Competency	Behaviour	Essential Skills and Experience
<p>Respect-Interpersonal Skills</p> <p>Ability to build relationships with the people we support, gaining their trust and understanding their needs</p> <p>A commitment to championing the rights of the people we support</p> <p>Integrity-Leadership and Accountability</p> <p>Understanding and respecting the importance of confidentiality</p> <p>Maintains commitment and completes undertakings, accepting responsibility for own actions</p> <p>Compassion-People Focus</p> <p>Ability to understand and consider the views, concerns and needs of others when taking action</p> <p>Commitment to provide a safe and trusting environment for those using our Programmes</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 Programmes</p> <p>Computer literate and competent with Microsoft Office software package</p> <p>Flexibility with regards to working patterns</p> <p>Full driving license and access to a car for work purposes</p> <p>Ability to respond to crisis situations at short notice</p>

Aspiration- Developing People and Programmes	<p>Ability to work cooperatively with others as part of a team demonstrating commitment to group objectives</p> <p>Ability to work towards performance targets to achieve agreed results</p>	
Reflection- Continuous Improvement	<p>A commitment to our aim of continuous improvement and reflective practice in all areas of our work</p> <p>Commitment to continuous personal and professional development</p>	