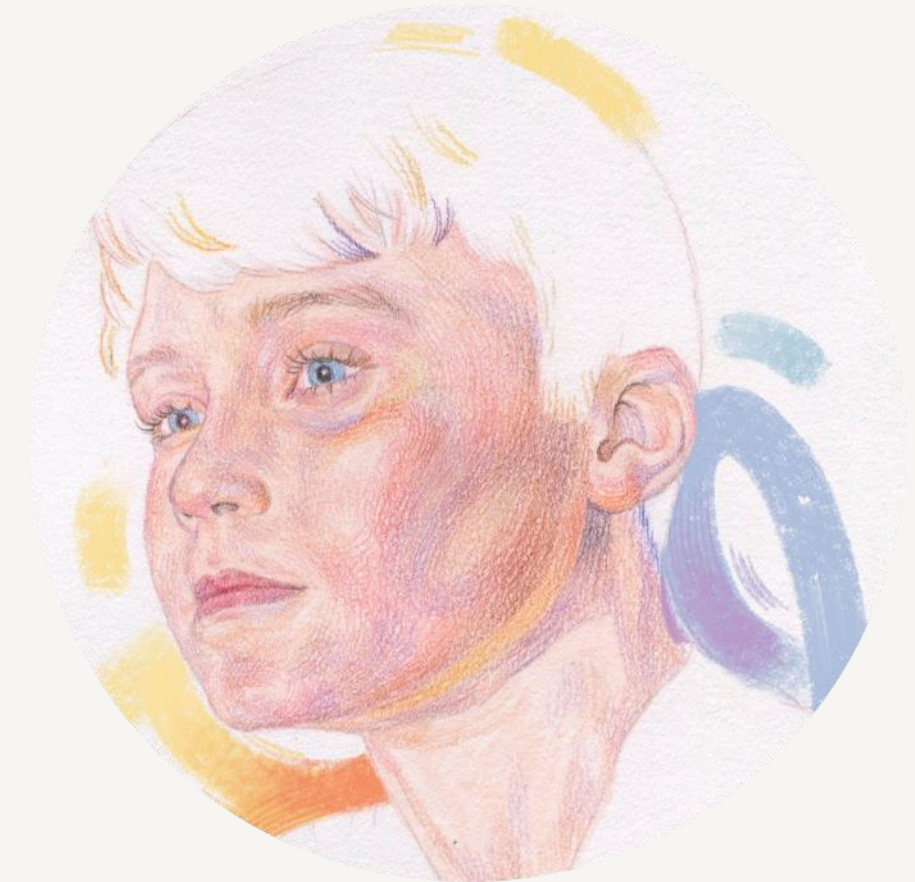


Right
There

Job Pack
Support Worker Housing
Support East
Dunbartonshire/Panmure
(April 2024)



Job Purpose

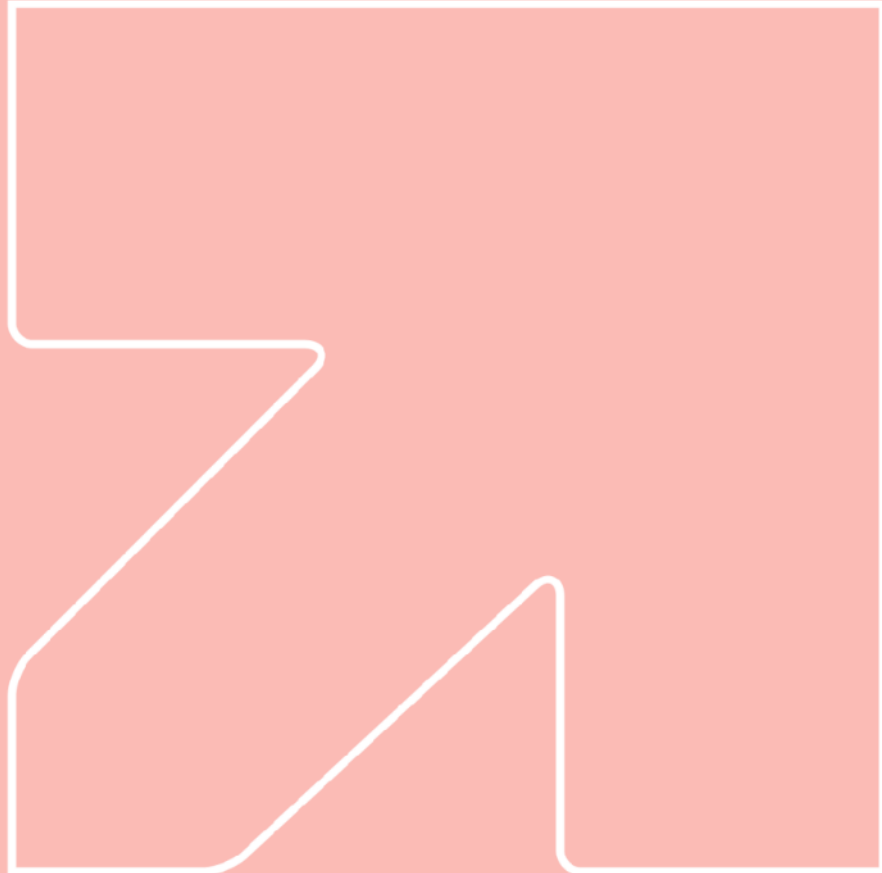
Support Worker – Housing Support East Dunbartonshire and Panmure

Summary of the purpose of the role

The role of support worker for Housing Support East Dunbartonshire/Panmure is to support tenants, in an outreach capacity, in their transition from temporary to permanent accommodation throughout East Dunbartonshire, as well as providing tenancy management support to people within their own flats at 95 Panmure Street, Glasgow.

Working in collaboration with East Dunbartonshire Housing/homeless team, Asylum Roma Team and Glasgow City Council.

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About Right There

We are Right There, a charity that provides tailored support for people, at home, and in the community. We are here for people who are living with the effects of homelessness, poverty, addiction, or family breakdowns.

Rooted in the hearts of local communities across Scotland, we support people on their journey to creating a safe, supportive place to call home. We help individuals and families affected by homelessness and improve mental health and wellbeing through mentoring and counselling.

We want to challenge stereotypes - it doesn't matter what the situation is - we're not here to judge, only to help. Our approach is about creating trusting relationships and nurturing people's strengths, and our 200 dedicated staff, mentors and volunteers play a crucial role in this.

We are here to offer the right support at the right time, including breaking down financial barriers; accessing the private rental market; linking up with local health, employment and training services to help people make connections within the community; and helping people feel happier, safer, and more confident to take steps to improve their own lives. Every person's story is unique, and everyone's route home is different, so we tailor our response to the individual.

Our community roots as a charity go back almost 200 years. We believe our work is more important than ever and we are looking to grow our support (no matter how big or small), so we can prevent more people becoming homeless and being separated from the people they love.



Our key areas of focus



For People

Providing counselling, mentoring and tailored family support for those at risk of social inequalities.



At Home

From emergency accommodation to housing support – we provide safe and supportive places to call home.



In The Community

We equip people to live independently and build stronger community connections.



Our Vision

A world where everyone has an equal chance to create a safe and supportive place to call home.

Our Mission

We meet people where they are in life with no judgement; walking alongside those who need support, and preventing them becoming homeless or separated from the people they love.

Roles & Responsibilities

EDRO – provide a tenancy support service:

- Manage a case load of people in the community to transition from temporary to permanent accommodation or to maintain their tenancies
- Work in partnership with the Housing Officer at East Dunbartonshire Reach Out providing the service in the time period agreed through a support plan as requested on the referral document
- Close the case with the people we support when the agreed support is complete
- Refer and link to citizens advice and other agencies as required
- Set up housing benefit and support access to welfare funds
- Conduct risk assessments
- Ensure all support plans, reports and any other associated documentation is completed, maintained and filed appropriately

Panmure – provide a tenancy management service:

- Ensure that flats are prepared to the required move in standard to include a full inventory, risk assessment, health and safety checks and agreed level of cleanliness for all new tenants.
- Be present to move new tenants in, explain to them all they need to know for living in the property, open case notes and complete all necessary paperwork
- Ensure maintenance and cleanliness within Panmure flats are managed appropriately via monthly flat checks, and people we support have what they need to manage this
- Report and follow up on any maintenance required
- Be present when tenants vacate the property, complete necessary paperwork and case notes, inventory, cleaning and submit repairs requests
- Liaise with social work as required and collaborate as appropriate with external agencies.
- Attend regular drop-in sessions for tenants providing them with necessary information, signposting them and responding to their queries as required
- Organise and lead drop-in sessions with young people
- Ensure the voice of young people is sought and informs operational delivery
- Liaise with RT Branston staff to organise and include young people in shaping and delivering activities programmes.

Responsibility to the People we Support:

- Provide the required support with focus on 'customer service' and a People First person centred approach to the people we support
- Develop good communication skills 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 of East Dunbartonshire and Panmure
- Ensure the people we support are aware of service provision and signposted or referred to other agencies as appropriate
- Assist those we support with housing benefit form, maximising income and any other relevant support

Responsibility to the programme:

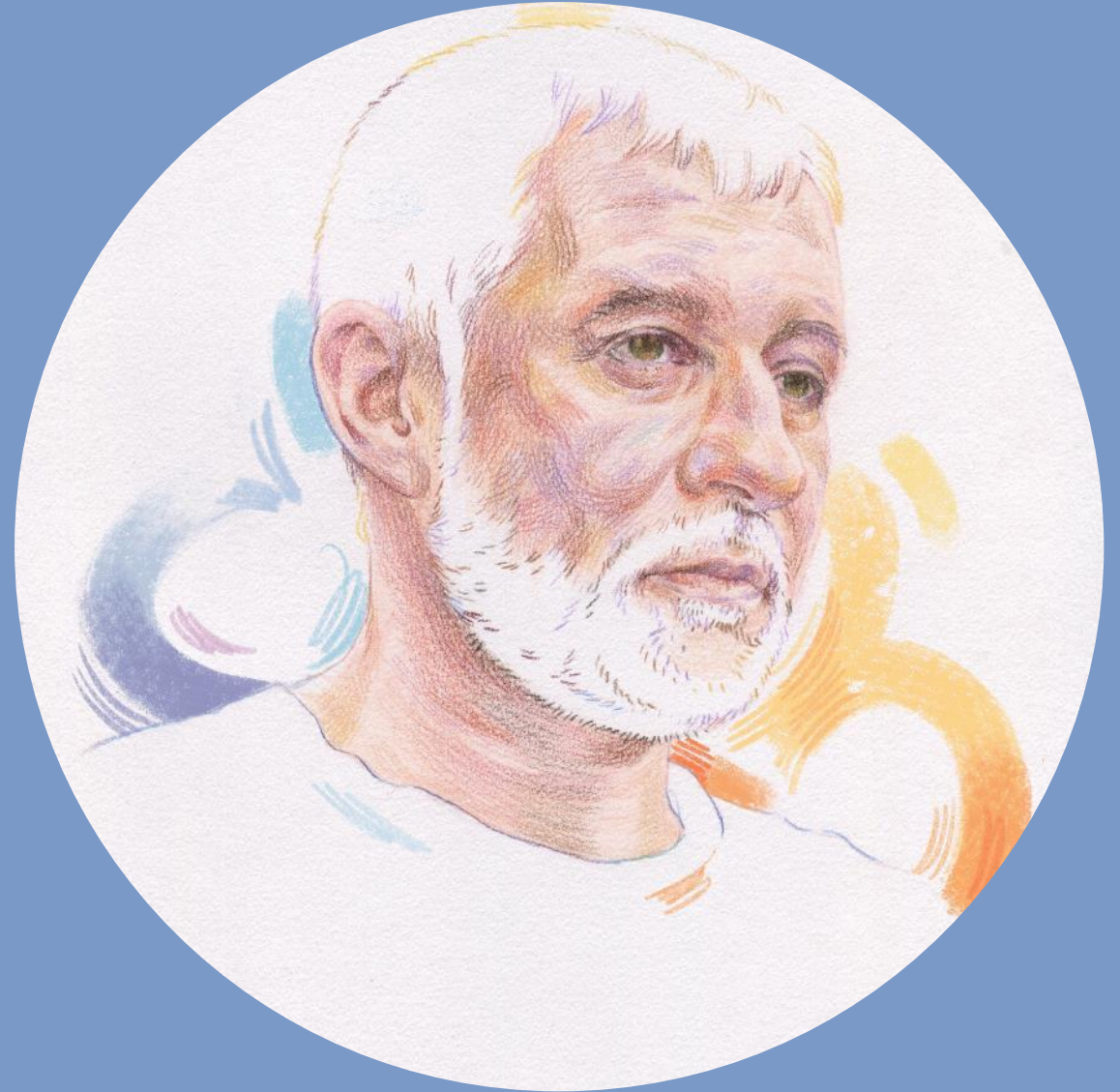
- Positively represent Right There to local partnership agencies including local authority, Social Work, Housing providers and other local authority
- Maintain case files and ensure all relevant documentation is completed to the highest standards and within agreed timescales
- Accurately record matters relating to the people we support and report as appropriate through the development of support plans and case notes

Being a part of the Right There team:

- Be a proactive team member actively contributing to your service working collaboratively with your colleagues across the organisation.
- Have a high standard of professional integrity with colleagues and other providers upholding clear professional boundaries at all times.
- Ability to work towards performance targets to achieve agreed result
- Participate in training and reflective practice, share your learning experiences, strive for continuous personal and professional development
- Contribute to the organisations' development and improvement with feedback on the review of organisational policies and procedures and local guidelines
- Engage with any organisational initiatives or working groups
- Adhere to Right There Policies and Procedures, Scottish Social Programmes Council (SSSC) Codes of Practice, Health and Social Care Standards (My Support, My Life), Health and Safety legislation and practices
- Always apply safeguarding principles and maintain awareness of child protection and adult protection processes.
- Register with any required government bodies and ensure membership is updated and any attributed costs are paid for

Essential skills and experience

- ✓ SVQ Level 2 in Social Services and Healthcare or SCQF equivalent or be willing to work towards this.
- ✓ Knowledge of current relevant legislation and policies relating to housing and homelessness
- ✓ Knowledge of Housing and other benefits
- ✓ Demonstrable communication skills
- ✓ Skills and ability in effective time management and working to deadlines
- ✓ Ability to ensure the service is delivered in accordance with corporate policy and Right There objectives
- ✓ Knowledge of local resources and programmes
- ✓ Computer literate and competent with Microsoft Office Software package
- ✓ Flexibility with regards to working patterns
- ✓ Experience of deescalating potential conflict situations
- ✓ Ability to apply robust recording and record keeping to case files in line with organisational policy
- ✓ Awareness of First Aid/ Certificated



Essential Knowledge

- ✓ Awareness of Housing protocols
- ✓ Experience of working in a similar environment
- ✓ Awareness on Drugs, Alcohol and Mental Health and impact this has on people
- ✓ Knowledge of adolescent development and the impact of trauma
- ✓ Knowledge of safeguarding and working within child protection and adult protection policies and procedures.
- ✓ A full UK driving license and access to a car for work purposes

Desirable Knowledge

- ✓ Knowledge of the application of Psychologically Informed Environments (PIE) within the work environment
- ✓ Awareness of issues facing young people seeking asylum in the UK
- ✓ Awareness of social work throughcare processes.
- ✓ Awareness of The Promise and how this relates to care experienced young people



Values

At the heart of Right There is our values. And we are proud to live these every day; to be the best we can be for those involved in our work.

Respect

We treat everyone the same way – with dignity and respect. You'll find no judgement here.

Integrity

We take great pride in having high standards and transparency about our goals and progress as a charity.

Compassion

We understand the importance of empathy, and the power of a shoulder to lean on.

Aspiration

We believe firmly in the goodness in people; their strengths and what makes them unique.

Reflection

We are always learning to be the best we can be.

Role Details

Contract: Full time, permanent, 35 hours per week.
Salary: SCP 19-22 (£23,660 - £25,328 per annum)
Reporting to: Senior Support Worker

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

- Your normal working hours are 35 per week. These hours are usually worked Monday to Friday, and *flexibly between the hours of 9.00am to 7.00pm, with one-hour unpaid break*. Variations to these hours must be agreed with your line manager.
- Your core place of work will be Housing Support East Dunbartonshire/Panmure, 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 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.
- 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.

Our People Benefits



We know how dedicated our people are and we want to help you achieve a good work/life balance – and make it easier to enjoy life's special moments!

That's why we've got a range of enhanced family-friendly and wellbeing benefits to give you some well-deserved perks of being a Right There employee.

Benefits include:

- Hybrid working – work where is best for you and your role
- Enhanced maternity, paternity, adoption, and shared parental leave
- Employee 24-hour counselling and wellbeing services
- 6 weeks annual leave, rising to 8 after a year (plus you can purchase up to 5 more days)
- Life insurance 4x your salary
- Dedicated training and development plans
- Cycle to work scheme

Read more about our benefits by visiting rightthere.org

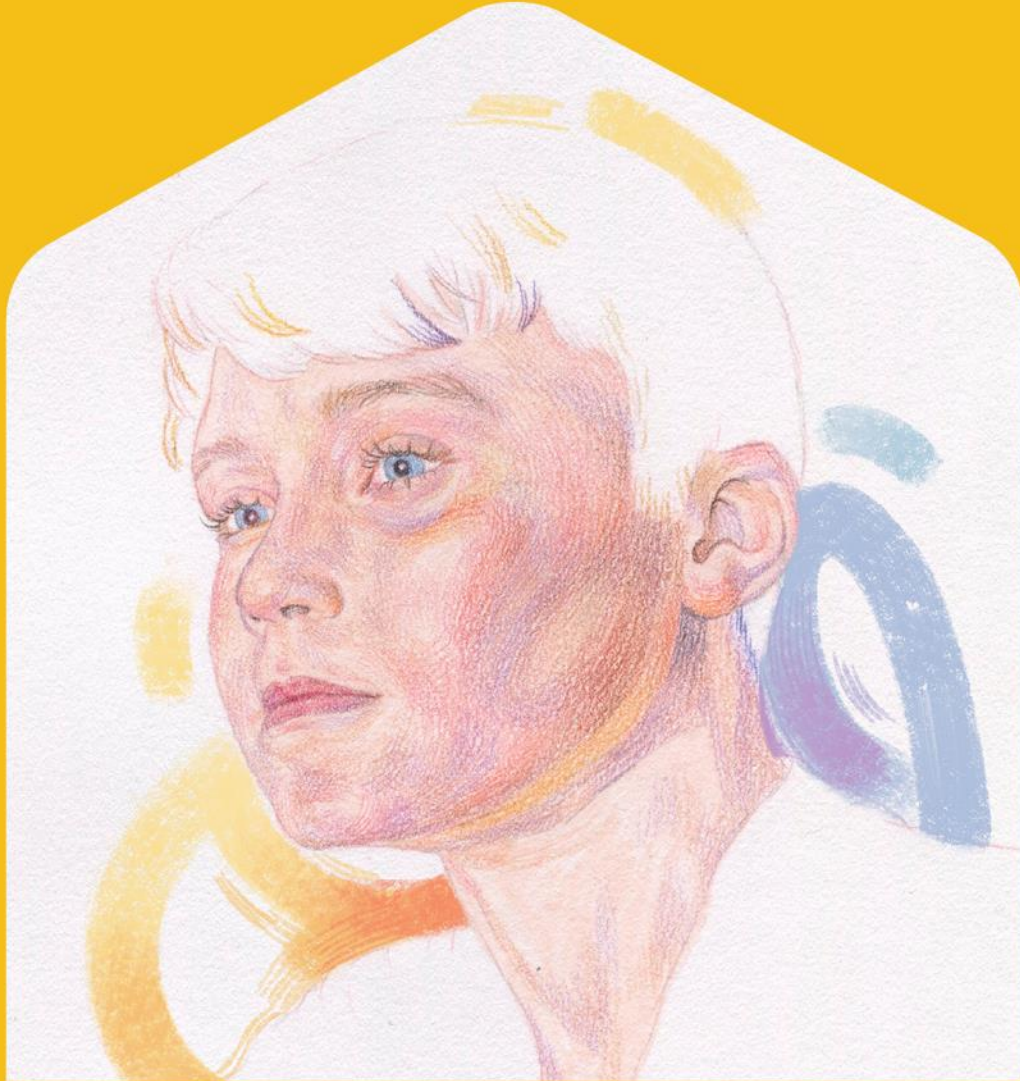
Right There

How to Apply

To apply send your CV and a cover letter outlining why you want to work with us, and how you meet the experience, skills and behaviours expected for this role.

Deadline 5pm on Tuesday 22nd October 2024

Email recruitment@rightthere.org



www.rightthere.org
hello@rightthere.org

Follow us search 'Right There':



Thank you.

**Good luck with your
application.**

**For People.
At Home. In the Community.**