

### Overview of the Service

Situated near Cameron Toll in a residential area Mayfield Road is a Temporary Supported Accommodation that provides a Housing Support service for twelve adults (ten one bedroom flats and one shared flat) and visiting support to some tenants that have moved into their own home.

The stair has three floors with no lift Individuals who live within the service live in one bedroom single occupancy flats in a tenement stair and there is one shared flat. The flats are fully furnished. The service provides tailored support to Individuals whose needs cover a wide range, predominantly people who are homeless that are categorised as having multiple and complex needs (this includes mental, physical and emotional health issues, relationship trauma and damaged by life). Individuals require support to learn positive relationships learn and, or re-learn skills to manage a flat and all the responsibilities that come with it. They need support to access longer term accommodation and to build, access and maintain packages of support.

### Areas of Support

Support is provided to individuals to develop and maintain skills, confidence and manage relationships in a variety of areas, such as: All areas of support are assessed and delivered as and when required. Every person has a support plan, however other areas of support are determined by working with the individual to assess their needs and find a way of supporting them with this. Other areas of support can vary and are detailed below:

- Explore, access and maintain community based services;
- Explore, access and maintain statutory resources;
- Learning and, or re-learning and maintaining independent skills;
- Developing and building relationships with family and friends;
- Budgeting, Shopping, meal planning, cooking;
- Maximising income, having benefits checked, budget plans, information on welfare benefit system;
- Support for addictions and other emotional, mental, behavioural or physical health related areas including Referrals to mental health and addiction services;
- Support to widen social networks and build positive social contacts and to increase social and leisure opportunities;
- Managing and maintaining a flat, tenement living and all the responsibilities that go with this including maintaining a safe and healthy environment including the communal areas;
- Continually assess support needs and respond appropriately to the needs including referrals to statutory bodies;
- Work in partnership with other professionals and family members and where required advocate on behalf of the individual;
- Accompany to appointments, medical, legal and others as per the assessed needs of the individual;
- Assisting with mail, literacy, training, courses and other assessed areas of need;
- Working to the individuals' communication needs;
- Dependant on individual needs there may be a requirement to aid with the prompting of personal hygiene; this does not include providing personal care
- Sign posting to appropriate agencies

Support is flexible and will change as needs are continuously assessed and reviewed. Each individual we support has their own worker; it is part of their occupancy agreement to engage in support.

### **Hours of Support**

The service only operates Monday to Friday, however, there may be times where it is assessed as appropriate to provide support out with these hours. Out with day shift working hours there is an on call that day shift team members are involved in on a rota basis. Service Users have access to a care call system linked to Hanover Care. Calls can then either be directed to on call worker.

### **Support for Staff**

- The Management team provides regular supervision and there are regular team meetings and practice reflection discussions. Mandatory training is provided in specific areas and training needs of individual workers are assessed.
- All new staff are subject to a 6 month probationary period during which they will be allocated a mentor to help them settle into the service and work through their induction.
- Requirement to gain SVQ in Health and Social Care, unless already achieved, in order for staff to become registered with the SSSC
- Covid specific training and regular Covid testing taking place

## **(Support Staff)**

### **CONDITIONS OF SERVICE**

<b>Hours:</b>	<b>39 hours</b> are available, to be worked on a shift basis in accordance with the project rota which will be designed to ensure that staff are on duty at times appropriate to the clients and service delivery.
<b>Contract:</b>	This is a <b>Permanent</b> post. All posts are subject to a 6 month probationary period. A formal review will take place at 2, 4 and 6 months.
<b>Salary:</b>	Salaries are paid monthly, directly into a bank account of your choice. The salary for the Support Worker post for <b>39 hours</b> per week is <b>£19,266 per annum</b>
<b>Sleeping In:</b>	Staff may be required to undertake sleep-in duty in accordance with the project rota. Hours on sleep-in duty are not counted towards normal weekly hours. Payment will be made at £85.50 per night. The sleep-in allowance covers overtime of up to half an hour on night time call out.
<b>Waking Nights:</b>	Staff may be required to undertake night duties, payment will be at time and a third for hours worked between 10.00pm - 7.00am.
<b>On Call:</b>	The post holder may be required to carry out On Call duties from home. A payment of £16 per shift will be paid for this.
<b>Overtime:</b>	Except for night-time call outs overtime is payable only where it is agreed in advance by the organisation.
<b>Pension:</b>	Hillcrest Futures offers a pension under the Governments statutory auto-enrolment scheme, which is a Defined Contribution scheme with a company called NOW Pensions. At present staff contribute 5% with the employer 3% to the scheme as of 1 <sup>st</sup> April 2019. Further details of the scheme are available from the payroll team.
<b>Health Plan:</b>	Employees are automatically given free admission to the Health Plan Scheme. The cost for this is met by the Employer. Details will be sent out with the Contract of Employment.

**Annual Leave:** The holiday year runs from 1<sup>st</sup> January - 31<sup>st</sup> December. The full holiday entitlement is 249.6 hours per annum rising to 288.6 hours. 5 days Public holidays have been included in this annual leave entitlement. Unit Managers will commence on 288.6 hours per annum. **Annual leave is calculated on a pro rata basis for part time staff.**

**Qualifications:** Any offer will be subject to proof of qualifications essential, and where appropriate desirable, to the post.

**Rehabilitation of Offenders Act 1974:** If you have any unspent convictions you must declare this on your application form.

In relation to 'spent' convictions, there is a list of convictions which must always be declared and a list of convictions that are declared, subject to rules. Failure to disclose relevant information will be regarded as a breach of trust and could lead to dismissal, disciplinary action or withdrawal of offers of employment.

If you are unsure whether or not you need to disclose a conviction/caution, please contact our Human Resources Department for further advice, or you can check by accessing Disclosure Scotland's website at [www.disclosurescotland.co.uk](http://www.disclosurescotland.co.uk) and check the 'Frequently Asked Questions'.

Please note that all successful applicants will be subject to a Disclosure check through Disclosure Scotland.

**HAVING A CRIMINAL RECORD WILL NOT NECESSARILY DEBAR YOU FROM WORKING WITH HILLCREST FUTURES. THIS WILL DEPEND ON THE NATURE OF THE POSITION, TOGETHER WITH THE CIRCUMSTANCES AND BACKGROUND OF YOUR OFFENCES.**

**SSSC Registration** Staff are required to register with the SSSC in the appropriate worker category within Care at Home and Housing Support Services. SSSC registration must be obtained within 6 months of commencing the post. Failure to register within the 6 month period, may result in your contract being terminated. Staff will be responsible for maintaining their registration throughout their employment with Hillcrest Futures.

**Trades Union:** Employee's have the right to join a Trades Union of their choice, if they wish, although Hillcrest Futures do not recognise any Trade Union. A Staff Representative group is in place.

**No Smoking Policy:** Smoking is prohibited in all projects and at Head Office. Designated smoking areas are outside the buildings and should be out of view of service users. This includes the use of E-cigarettes. Employees who are required to carry out their duties in buildings which are out with the control of the organisation are jointly responsible for minimising their own exposure to risk factors such as passive smoking.

**Equal Opportunities:** Hillcrest Futures is striving to be an equal opportunities employer and has adopted a Policy which aims to ensure that no job applicant receives less favorable treatment on grounds of race, colour, ethnic and national origins, marital status, gender, age, religion, disability, political or sexual orientations, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

**Applications:** Please forward applications before the closing date.

### Job Description

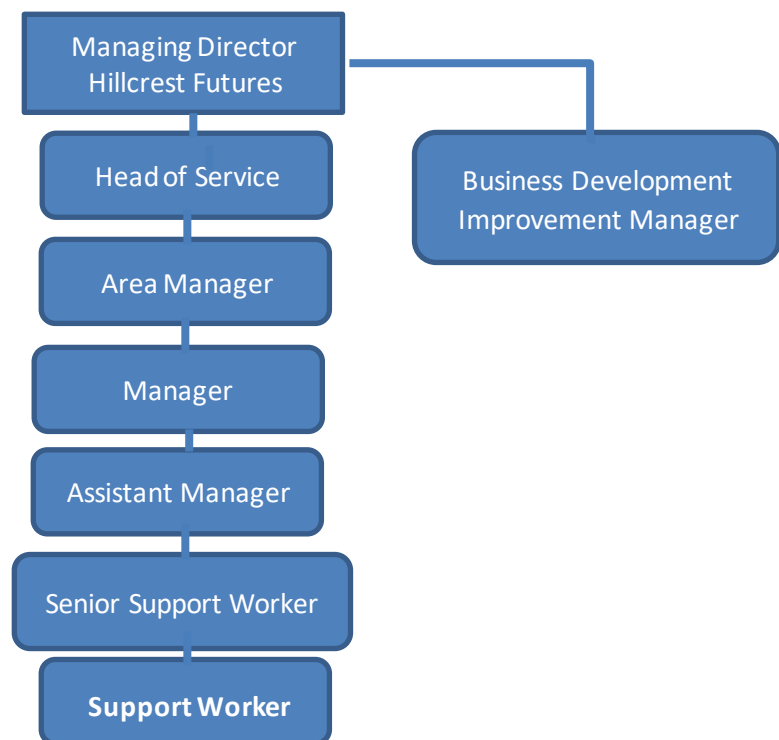
**Job Title:** Support Worker

**Department:** Hillcrest Futures

**Responsible to:** Manager and Assistant Manager

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### Organisational Structure



### Main purpose of post:

Work as part of a team to deliver a high standard of care and support to individuals to help them to achieve their agreed individual outcomes. Support Workers will be expected to adhere to the standards laid down by the Scottish Social Services Council Codes of Practice and Hillcrest Futures Policies and Procedures.

**Main Duties:**

- To provide direct support to individuals as agreed in individual Personal Outcome Plans as per service requirements;
- To undertake case co-ordination responsibilities with, and on behalf of individuals;
- To be an effective team member;
- Be an effective communicator;
- To mentor and support the induction of new staff;
- Contribute to team learning and development;
- To take lead responsibility for a defined area of practice in the service, as negotiated and agreed with the line manager;
- To contribute to service improvements;
- To develop knowledge base and skills in line with registration requirements for SSSC;
- To undertake housing management tasks appropriate to the service as detailed in the service descriptor;
- To participate in shift patterns, as required by the service, which may include evenings, weekends, waking nights, sleepover shifts, lone working and on-call duties.

**Service Specific Duties:**

The service descriptor document is part of this Job Description and should be referenced in accordance to specific duties.

**Any Other Duties:**

Carry out any other reasonable duties as required by the organisation.

**PERSON SPECIFICATION – Support Worker**

Attribute	Essential	Desirable
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Ability to demonstrate transferrable skills relating to care</li> <li>• Active listening</li> <li>• Communication</li> <li>• Effective time management</li> <li>• Daily Living Skills, for example, cooking, budgeting, appointments, cleaning</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant experience in a caring environment</li> <li>• Basic understanding and skill in the spectrum of tasks associated to role</li> <li>• Previous experience with client group relevant to the project</li> <li>• A general understanding of the needs of the client group relevant to the project</li> </ul>
<b>Proven Competencies</b>	<ul style="list-style-type: none"> <li>• Good communication skills, both verbal and written</li> <li>• Ability to work within a team environment</li> <li>• Ability to use own initiative</li> <li>• Willing to participate in social events, for example, outings with service user groups</li> <li>• Ability to support service users with tasks such as cooking, cleaning, budgeting, welfare benefits</li> <li>• Personable, warm and kind</li> <li>• Good timekeeping, time-management and organisational skills</li> </ul>	<ul style="list-style-type: none"> <li>• Able to liaise with external agencies</li> <li>• I.T. skills</li> <li>• Flexible approach to service requirements, including flexible shift work patterns</li> <li>• Is adaptable and open to change and open to continuous learning and development</li> </ul>
<b>Education and Qualification</b>	<ul style="list-style-type: none"> <li>• Candidates must demonstrate the ability and willingness to undertake required qualification for Scottish Social Services Council (SSSC) registration, SVQ level 2.</li> <li>• Candidates must be willing and able to obtain and maintain registration with SSSC as required by the service</li> <li>• Willing to undertake training as required</li> </ul>	<ul style="list-style-type: none"> <li>• SVQ 2 in Health and Social Care or equivalent</li> </ul>



<b>Service Specific</b>	<ul style="list-style-type: none"> <li>• As per service descriptor</li> <li>• Ability and willingness to learn and reflect on self and relationship with others</li> <li>• Take part in on call rota that includes weekends and evenings.</li> <li>• Ability and willingness to work evening and weekends if assessed as required.</li> <li>• Ability to support individuals with not just task based work but to be able to really listen to individuals;</li> <li>• Ability to be able to work as a team and on own;</li> <li>• Ability to follow up with individuals.</li> </ul>	<ul style="list-style-type: none"> <li>• Car driver and use of car;</li> <li>• Willingness to take on delivery of activities and outdoor activities;</li> <li>• Willingness and ability to plan outdoor activities;</li> <li>• Willingness to take on and develop activities and outings;</li> <li>• Willingness to be involved in the garden and encourage service users to be involved.</li> </ul>
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