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 **Canning Place, Dundee**

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| **Overview of the Service** |
| Housing Support and Care at Home services are provided to eight adults over two, twenty-four hour support settings in central Dundee.Six individuals live in a shared tenancy within Canning Place with support twenty-four hours a day, seven days a week.In addition, support is provided to a further two individuals in their own tenancies, twenty-four hours a day, seven days a week.Individuals need’s cover a wide range, predominantly learning disability with some mental health issues, physical disabilities and age-related health issues. Some individuals also require specific behavioural support and Autism support. All require support to keep their home safe and secure, exactly how they want it, whilst maintaining a good quality of life. |
| **Areas of Support** |
| Support is given to individuals to develop and maintain skills and confidence in a variety of areas, such as:* Accessing community-based resources
* Maintaining and developing independence skills
* Following interests and hobbies
* Meeting people and sustaining friendships and contact with families
* Budgeting
* Shopping
* Preparing meals
* Contacting professional and agencies, making and keeping appointments, following through with action from appointments
* Dealing with mail and accessing the welfare benefits system
* Maintaining personal health and hygiene, this includes providing intimate personal care and dealing with medication
* Planning for leisure so that life is interesting and enjoyable
* Support with any issues that arise
* Enabling effective communication
* Maintaining a safe and healthy environment including the garden area

The individuals have outcome plans, protocols and risk assessments to guide and advise staff on how best to work with them.Where possible we encourage individuals to be as independent as possible in all activities of daily living, however if they are unable to carry out any of these tasks independently staff will carry these out for them.Each individual is recognised as unique with individual strengths and needs and having a positive contribution to make to their community. |
| **Hours of Support** |
| Support and care can be provided between 07:00am and 10:30pm seven days a week depending on the needs of individuals. Staff contracted hours will fall within these hours and very occasionally out with. Shifts are planned primarily to meet individuals’’ needs and so that staff can make their own plans in advance. There is also a requirement to cover a sleep over and waking nights. Payment is made for this. |
| **Support for Staff** |
| * A Manager and Assistant Manager support the team of Support Workers
* The Manager and, or Assistant Manager provide regular supervision, and training is provided in order that individual needs can be best met
* New staff undertake a six-month probationary period during which they will be allocated a mentor to help them settle into the service and work through their induction paperwork
* There is a mandatory training programme for every new staff member
* Support staff are expected to contribute positively to the process of support and care planning
* We have a managers on call service which provides phone support to staff out with normal office hours, this provides an additional support to staff that are on duty and lone working
* There are monthly team meetings and Supervisions, and direct observations take place regularly
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**ROLE PROFILE**

**Job Title:** Support Worker

**Department:** Hillcrest Futures

**Responsible to:** Operations Manager and Service Manager

**Organisational Structure**

**Role Purpose:**

To 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 (SSSC) 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 the 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.

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**Person Specification – Support Worker**

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| **Attribute** | **Essential** | **Desirable** |
| **Experience** | * Ability to demonstrate transferable skills relating to care
* Active listening
* Communication
* Effective time management
* Daily Living Skills, for example, cooking, budgeting, appointments and cleaning.
 | * Relevant experience in a caring environment
* Basic understanding and skill in the spectrum of tasks associated with the role
* Previous experience with individuals or groups relevant to the project
* A general understanding of the needs of individuals or groups relevant to the project
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| **Proven Competencies** | * Good communication skills, both verbal and written
* Ability to work within a team environment
* Ability to use your own initiative
* Willing to participate in social events, for example, outings with service user groups
* Ability to support individuals with tasks such as cooking, cleaning, budgeting and obtaining welfare benefits
* Personable, warm and kind
* Good timekeeping, time-management and organisational skills
 | * Able to liaise with external agencies
* I.T. skills
* Flexible approach to service requirements, including flexible shift work patterns
* Is adaptable and open to change and open to continuous learning and development
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| **Education and Qualifications** | * Candidates must demonstrate the ability and willingness to undertake required qualification for Scottish Social Services Council (SSSC) registration, SVQ level 2.
* Candidates must be willing and able to obtain and maintain registration with SSSC as required by the service. Willing to undertake training as required
 | * SVQ 2 in Health and Social Care or equivalent
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| **Service Specific** | * As per service descriptor
 | * Car driver and use of car
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** (Support Staff)**

**CONDITIONS OF SERVICE**

**Hours:** **There are 2 posts available**. (1x 28 hours & 1x 27 hours), 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.

**Contract:** There are **Permanent** posts available. All posts are subject to a 6-month probationary period. A formal review will take place at 2, 4 and 6 months.

**Grade and Salary:** This post is Grade HF-39, G.

Salaries are paid monthly, directly into a bank account of your choice. The salary for the Support Worker position is £12.60 per hour **(£25,623.07 per annum – FTE 39 hours)**

**Sleeping In:** 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 £108 per night. The sleep-in allowance covers overtime of up to half an hour on nighttime call out.

**Waking Nights:** Staff may be required to undertake night duties, payment will be at time and a third for hours worked between 10.00pm - 7.00am.

**Overtime:** Except for night-time call outs overtime is payable only where it is agreed in advance by the organisation.

**Pension:** 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 4% to the scheme. Further details of the scheme are available from the payroll team.

**Health Plan:** 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 1st January - 31st December**. The full holiday entitlement is 249.6 hours per annum (6.4 weeks), rising to 288.6 hours (7.4 weeks) over 5 years. 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** If you have any unspent convictions, you must declare this on your

**Offenders Act 1974:** 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:** Employees 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. Designed smoking areas are outside the buildings and should be out of view of individuals and groups. 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 **.**