

**Housing with Care**

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| **Overview of the Service** |
| Housing with Care operates in four complexes across Dundee, four providing support to older people and one providing support to adults with physical disabilities to enable them to live independently in their own homes all of which are self contained flats, and where possible prevent unnecessary hospital admissions.  All the flats have assistive technology which enables staff to support and monitor service users in an unobtrusive way in order to maintain a degree of privacy.  In two of the five sites there are Step Down flats which are used to house individuals requiring re-housing and to prevent long hospital admissions where no medical treatment is required.   * Offering both Housing Support and Care at Home service all support plans are tailored to meet individual needs, preferences and choice. * The service is adaptable and sensitive to the needs of individuals, and will encourage people to make the most of their lives, offering choices and opportunities for ordinary living.   Located in each service is an on-site office and each service is staffed 365 days 7am-10pm, Finavon Terrace our physical disability service operating 27/7.  We are committed in meeting and promoting the Health and Social Care Standards principles: Dignity and respect, Compassion, Be Included, Responsive support and Wellbeing. |
| **Areas of Support** |
| Individuals we support have varying degrees of support needs, including:-   * Daily living skills (assisting with meal preparation; cleaning and on occasion shopping) * Personal care, some of which may be intimate, including toileting ; showering and dressing * Medication support such as topical application of creams; eye drops * Communication using a variety of tools * Assistance with mobility including the use of moving and handling equipment * Emotional and behavioural support * Accessing local amenities, appointments and social activities * Personal safety (key safe; personal alarms; door alarms) * Activities organised to reduce isolation and promote mobility * Document/form completion and budgeting support * Supporting individuals to achieve their desired outcomes |
| **Hours of Support** |
| We currently provide support between the hours of 07:00am to 10:00pm each day 365 days per year.  A degree of lone working is required, although there are a number of double-up visits. You will take part in a flexible rota system designed to meet the needs of individuals. This can include split shifts throughout the week. |
| **Additional Information** |
| * Lone working shifts (although regular team meetings take place regularly at each site) * Manager on-call system * Supervisions and direct observations take place regularly * Annual Employer Personal Development Review * All necessary and mandatory training will be provided * Working in partnership with external agencies and families * Requirement to gain Scottish Vocational Qualification (SVQ) in Health and Social Care, unless already achieved, in order for staff to become registered with the Scottish Social Services Council (SSSC) |



**ROLE PROFILE**

**Job Title:** Senior Support Worker

**Department:** Hillcrest Futures

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

**Responsible for:** Support Workers, Students and Modern Apprentices

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**Organisational Structure**

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**Role Purpose:**

The Senior Support Worker will 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, and to advise, support and supervise the staff team under the guidance of the Service Manager.

Senior Support Workers will be expected to adhere to the standards set out by the Scottish Social Services Council (SSSC) Codes of Practice and Hillcrest Futures Policies and Procedures.

**Responsibilities:**

* To provide direct support to individuals as agreed in individual Personal Outcome Plans;
* To undertake case co-ordination responsibilities with, and on behalf of individuals;
* To be an effective team member;
* Work effectively with all stakeholders;
* 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;
* Assist the line manager to provide professional leadership to the staff team and ensure regular team meetings are held and formal supervision is delivered to all team members in accordance with procedure;
* To take the lead on, and contribute to service improvements;
* Support the line manager to ensure that the individual needs of service users are met through Personal Outcome Planning, reviews, and ensure that relevant personal outcomes plans are in place;
* Support the line manager to encourage and facilitate ‘best practice’ for staff in their day to day work with individuals;
* Support the line manager to encourage continual professional development for staff through the development of creative and new opportunities for learning;
* Support the line manager in the day to day management of staff resources in line with changing individuals needs;
* To develop and maintain knowledge base and skills in line with registration requirements for the Scottish Social Services Council (SSSC);
* To undertake housing management and or care and support tasks appropriate to the service as detailed in the service descriptor;
* To participate in shift patterns, as required by the service, which may include evening, weekend, waking nights, sleepovers, 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 – Senior Support Worker**

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| **Attribute** | **Essential** | **Desirable** |
| **Experience** | * Experience of working with vulnerable people in a supportive capacity; * Ability to demonstrate understanding of needs of individuals and groups relevant to the service; * Effective time management; * Ability to support staff to develop skills in assessment, outcomes; planning, risk assessment and reviews; * Ability to influence and inform good working practices. | * Able to demonstrate ability to prioritise staff resources to needs of individuals and, or group; * Previous experience in a supervisory capacity. |
| **Proven Competencies** | * Ability to lead, inspire and motivate others; * Ability to communicate verbally and in writing; * Flexibility in approach to work schedules and tasks; * Ability to use initiative; * Willingness to learn and accept new ideas; * Receptive to ongoing training and learning; * Ability to support individuals with tasks such as cooking, cleaning, budgeting and obtaining welfare benefits; * Good IT skills; * Ability to use initiative with reflective practice skills and lead on team practice development; * Ability to induct, supervise, support, staff and provide feedback to assistant manager for appraisal and performance management of staff; * Ability to work on multi-agency basis, and encourage positive partnerships with other agencies; * Ability to contribute to coordinating the work of the team service improvement plans; * Ability to develop outcomes plans, undertake risk assessments, and contribute to the review process; * Ability to work unsupervised and, or in lone working situations; * Ability to cope with potential emergencies and make appropriate decisions; * Ability to cope with responsibility; * Ability to share and communicate knowledge and skills; * Ability to liaise with other agencies. | * Ability to contribute to service reviews and, or inspections; * Emergency First Aid skills; * Basic counselling skills; * Supervision skills. |
| **Education and Qualifications** | * Possession of or willingness and ability to undertake SVQ level 3 in Social Services and Healthcare in line with organisational and Scottish Social Services Council (SSSC) requirements for role. * Possession of or willingness and ability to undertake Professional Development Award (PDA) in Supervisory Management * Candidates must be willing and able to obtain and maintain registration with SSSC as required by the service. | * SVQ Level 2 or 3, HNC or similar college or Open Learning courses * Good school educational attainment * PDA in Supervisory Management |
| **Service Specific** |  | * Driving licence and use of car |



**(Support Staff)**

**CONDITIONS OF SERVICE**

**Hours:** 39 hours 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.

**Contract:** This is a Permanent post. 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 HF39-D.

Salaries are paid monthly, directly into a bank account of your choice. The salary for the Senior Support Worker role for 39 hoursper week is **£27,875.95 - £28,763.01 per annum.**

**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 £113.40 per night. The sleep-in allowance covers overtime of up to half an hour on night time 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.

**On Call:** 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.

**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 as of 1st May 2023. 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. Operations 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 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 favourable 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**.**