

**Gilmours Close, Edinburgh**

**Homelessness Service**

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| **Overview of the Service** |
| * Gilmours Close is situated in a residential area in the Grassmarket, Old Town * Gilmours Close is a Temporary Supported Accommodation that provides a Housing Support service for 10 adults (male and female) and support to people who have moved on into their own homes. * The stair has three floors and no lift. * The landlord of the property is Hillcrest Homes and the Support Provider is Hillcrest Futures |
| **Areas of Support** |
| * The service support people who are homeless with complex and multiple needs. This means that you will be supporting people who have significant trauma, behaviours that challenge us, addictions, mental health, history of non-attendance and not keeping to building rules, mental health and psychological trauma, behaviours that are classed as risk taking and potentially, they are known to the criminal justice services. Relationships and how we interact and respond to people are key, how we reflect on our needs, behaviours and reactions to the work we do are key to being able to deliver the support. * This can mean at times the service can be chaotic and there is a need to respond to emergency situations. * Support is provided on a 1-2-1 basis as well as on an ad hoc basis. * 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. Every person has an individual outcome 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. * The work is often challenging and to ensure that we don’t repeat the trauma the people have experienced we have to continually ensure we are responsive and not reactive. This is easier said than done. * The contact with the council (who commission the service), the national care standards, the person occupancy and the 21 housing support tasks all define what support is offered.   Some areas that support is offered is as follows,   * Not repeat trauma previously experienced * Provide non-judgemental and non-reactive service * Working at the persons pace and where they are on the cycle of change * To look at our role in the support relationship   Some tasks related support that is offered is as follows,   * Explore, access and maintain community-based services and/ or statutory services * Learning/ re-learning and maintaining skills * 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 * Advocating on behalf of people * Support to widen social networks to help 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. |
| **Hours of Support** |
| * The service only operates Mon- Fri. 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. * There is a waking night shift that works Mon- Sun |
| **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 |



**ROLE PROFILE**

**Job Title:** Support Worker

**Department:** Hillcrest Futures

**Grade:** G

**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 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 with 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 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 |
| **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 |
| **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 |
| **Service Specific** | * As per service descriptor | * Car driver 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:** These are Permanent posts. 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 G.

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

**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 checks 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**.**