

### Overview of the Service

Our Angus Outreach Service supports individuals in their own homes with varying needs such as mental health issues, addiction issues and learning disabilities.

We currently support individuals in Montrose, Brechin, Arbroath, Monifieth and Forfar, but we cover all of Angus.

### Areas of Support

The individuals we support have varying degrees of support needs, including:-

- Daily living skills (cooking; cleaning; shopping)
- Personal care, some of which may be intimate, including toileting and showering
- Medication support, including rescue medication
- Financial support (budgeting)
- Assistance with mobility using moving and handling equipment
- Emotional and behavioural support
- Accessing local amenities and social activities
- Personal safety
- Community living
- Addiction and, or alcohol issues

### Hours of Support

We provide support between 07:00am and 10:00pm, three hundred and sixty five days per year.

You will take part in a flexible rota system designed to meet the needs of individuals. This will include early shifts; back shifts.

### Support for Staff

- Lone working shifts
- Manager on-call system
- Supervisions and direct observations take place regularly
- All necessary and mandatory training will be provided
- Working in partnership with external agencies and families
- Registered with Care Inspectorate under Housing Support and Care At Home
- Requirement to gain Scottish Vocational Qualifications (SVQ) in Health and Social Care, unless already achieved, in order for staff to become registered with the Scottish Social Services Council (SSSC)

## (Support Staff)

### CONDITIONS OF SERVICE

- Hours:** 1, 2 or 3 shifts per month of between 6 and 12 hours per shift. Exact hours will be confirmed in your contract. Shifts to be worked 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.
- Probationary Period:** All posts are subject to a 6 month probationary period. A formal review will take place at 2, 4 and 6 months.
- Salary:** Salaries are paid monthly, directly into a bank account of your choice. The rate of pay for the Flexible Support Worker post is **£10.50 per hour**.
- 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 £94.50 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.
- Overtime:** 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 3% 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 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. If you have any unspent convictions you must declare this on your application form.

**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. 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.

## Role Profile

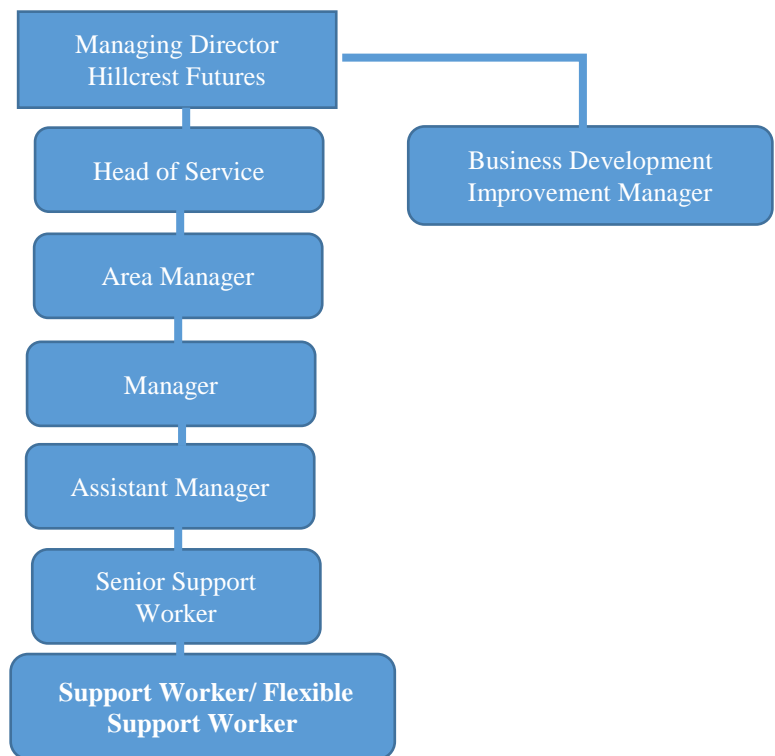
**Job Title:** Flexible Support Worker

**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.

Flexible 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 service users as agreed in individual Personal Outcome Plans as per service requirements.

- To undertake delegated case co-ordination responsibilities with, and on behalf of service users.
- To be an effective team member.
- Be an effective communicator.
- Contribute to team learning and development.
- 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, and lone working.

**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 – Flexible 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 service user group relevant to the project</li> <li>• A general understanding of the needs of the service user 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. 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>• Car driver and use of car</li> </ul>	

