

### 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)

## Silverway, Montrose

### Overview of the Service

Support and Personal Care services are provided to individuals who live in Montrose, in their own flats within the Silverway project, and also individuals who live in the community (outreach).

At present we have ten individuals who live within the project, a further twelve who live independently out in the community and two we support from home.

Individuals needs cover a wide range including learning disabilities and mental health issues although the primary criteria are learning disabilities.

### Areas of Support

Support is given to individuals to develop, maintain skills and confidence in a variety of areas Such as:

- Accessing community based resources
- Meeting people and sustaining friendships and contact with families.
- Budgeting
- Shopping, menu planning and preparing meals
- Contacting professionals and agencies, making and keeping appointments, following through with actions and appointments.
- Dealing with mail and benefit forms
- Maintaining personal health and hygiene
- Dealing with any issues that arise
- Planning for leisure so that life is interesting and enjoyable
- Making choices
- Ordering and administering medication

### Hours of Support

Support and Care is provided twenty four hours a day, seven days a week. Which include various shift patterns, early, late, mid and night shifts, an enhanced payment is made for night shifts.

### Additional Information

- A Manager and Assistant Manager Help support a team of Support Workers, all staff are given regular supervision.
- Training is provided in order that individuals needs can be best met.
- Support staff are expected to contribute positively to the process of support and care planning.

## (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.
- Salary:** Salaries are paid monthly, directly into a bank account of your choice. The salary for the Senior Support Worker post for **39 hours** per week is **£24,763 - £25,551 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 £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.
- 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 3% to the scheme as of 1<sup>st</sup> April 2019. 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.

**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 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.

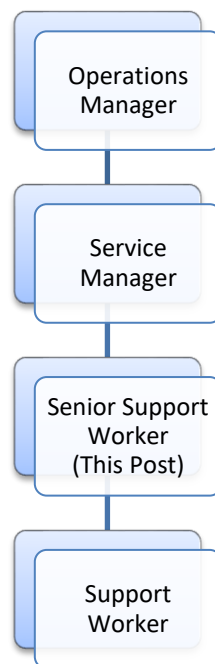
**Applications:** Please forward applications before the closing date

## ROLE PROFILE

<b>Job Title:</b>	Senior Support Worker
<b>Department:</b>	Hillcrest Futures
<b>Responsible to:</b>	Operations Manager and Service Manager
<b>Responsible for:</b>	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**

Attribute	Essential	Desirable
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working with vulnerable people in a supportive capacity;</li> <li>• Ability to demonstrate understanding of needs of individuals and groups relevant to the service;</li> <li>• Effective time management;</li> <li>• Ability to support staff to develop skills in assessment, outcomes; planning, risk assessment and reviews;</li> <li>• Ability to influence and inform good working practices.</li> </ul>	<ul style="list-style-type: none"> <li>• Able to demonstrate ability to prioritise staff resources to needs of individuals and, or group;</li> <li>• Previous experience in a supervisory capacity.</li> </ul>
<b>Proven Competencies</b>	<ul style="list-style-type: none"> <li>• Ability to lead, inspire and motivate others;</li> <li>• Ability to communicate verbally and in writing;</li> <li>• Flexibility in approach to work schedules and tasks;</li> <li>• Ability to use initiative;</li> <li>• Willingness to learn and accept new ideas;</li> <li>• Receptive to ongoing training and learning;</li> <li>• Ability to support individuals with tasks such as cooking, cleaning, budgeting and obtaining welfare benefits;</li> <li>• Good IT skills;</li> <li>• Ability to use initiative with reflective practice skills and lead on team practice development;</li> <li>• Ability to induct, supervise, support, staff and provide feedback to assistant manager for appraisal and performance management of staff;</li> <li>• Ability to work on multi-agency basis, and encourage positive partnerships with other agencies;</li> <li>• Ability to contribute to coordinating the work of the team</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to contribute to service reviews and, or inspections;</li> <li>• Emergency First Aid skills;</li> <li>• Basic counselling skills;</li> <li>• Supervision skills.</li> </ul>

	<p>service improvement plans;</p> <ul style="list-style-type: none"> <li>• Ability to develop outcomes plans, undertake risk assessments, and contribute to the review process;</li> <li>• Ability to work unsupervised and, or in lone working situations;</li> <li>• Ability to cope with potential emergencies and make appropriate decisions;</li> <li>• Ability to cope with responsibility;</li> <li>• Ability to share and communicate knowledge and skills;</li> <li>• Ability to liaise with other agencies.</li> </ul>	
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Possession of or willingness and ability to undertake Professional Development Award (PDA) in Supervisory Management</li> <li>• Candidates must be willing and able to obtain and maintain registration with SSSC as required by the service.</li> </ul>	<ul style="list-style-type: none"> <li>• SVQ Level 2 or 3, HNC or similar college or Open Learning courses</li> <li>• Good school educational attainment</li> <li>• PDA in Supervisory Management</li> </ul>
<b>Service Specific</b>	<ul style="list-style-type: none"> <li>• Driving licence and use of car</li> </ul>	