

### Overview of the Service

Support and personal care services are provided to adults both within Cupar and in the North East of Fife. Individuals' needs cover a wide range including learning disability, mental health and autism. The majority of individuals have their own tenancies and require support to keep their homes safe, secure and how they would like it. There is also a small group of individuals that live together in a shared tenancy.

### 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
- Meeting people and sustaining friendships and contact with families
- Budgeting
- Shopping
- Preparing meals
- Contacting professionals and agencies, making and keeping appointments, following through with actions from appointments
- Dealing with mail and benefit forms
- Maintaining personal health and hygiene
- Dealing with neighbour issues
- Planning for leisure so that life is interesting and enjoyable

Each individual receives a service tailored to their specific needs and wishes, with services currently ranging from between two and seventy two hours per week.

### Hours of Support

- Support and Care is currently provided between 07.00am and 10.00pm seven days a week, however this may change according to individuals' needs.
- Staff contracted hours will fall within these hours and very occasionally out with.
- Shifts are planned in advance primarily to meet individuals' needs and so that staff can make their own plans in advance.
- There is also a requirement for staff based at the shared living accommodation to regularly cover a 'sleepover', which entails sleeping at the identified base and being on-call for identified individuals between 10.00pm and 07.00am.
- Payment is made for this.
- Staff is also required to provide on call cover on a rota basis and payment is made for this.

### Additional Information

- An Operations Manager, Service Manager and a Senior Support Worker support two teams of Support Workers.
- One of the teams provides a 'visiting support service' to individuals who live on their own whilst the second team work predominantly with the small group who share a tenancy.
- We recognise however the value of giving staff experience of working between the teams.
- The Manager and, or Assistant Manager provides regular supervision and direct observation.
- A period of induction and ongoing training is provided in order that individual's needs can be best met.

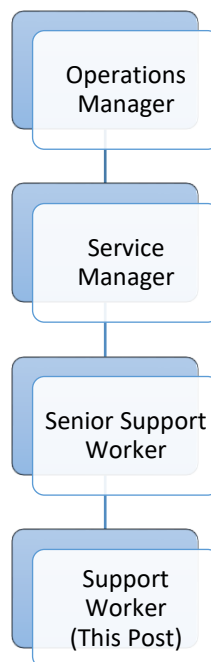
- Support staff are expected to contribute positively to the process of support and care planning.
- It is advantageous, but not essential, for support staff in the 'visiting support' service to have a driving licence and access to their own transport, in order to travel to and from the individuals' homes. Expenses are paid for mileage accrued.
- 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).
- Registered with Care Inspectorate under Housing Support and Care at Home.

## ROLE PROFILE

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

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### Organisational Structure



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### 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

**Person Specification – 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 and 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 individuals or groups relevant to the project</li> <li>• A general understanding of the needs of individuals or groups 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 individuals and groups</li> <li>• Ability to support individuals with tasks such as cooking, cleaning, budgeting and obtaining 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 Qualifications</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> </ul>	<ul style="list-style-type: none"> <li>• Car driver and use of car</li> </ul>

## (Support Staff)

### CONDITIONS OF SERVICE

- Hours:** **Various hours per week** 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 available. 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 Support Worker post for **39 hours** per week is **£22,105 per annum (pro rata for part time 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 £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:** 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. Designated smoking areas are outside the buildings and should be out of view of individuals. 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.