

### Overview of the Service

St Johns Hill provides accommodation based support to individuals who are homeless. The project is based in central Edinburgh. Residents live in eight shared flats, either two or three bedrooms. Each flat has a bathroom, kitchen and living room.

### Areas of Support

Individuals have a wide variety of support needs including, but not limited to, mental health issues, substance misuse and learning disabilities. Most residents look to move into their own tenancies and often require a lot of support focused on independent living skills. As well as being available to provide emotional support, individuals are supported by staff on a daily basis, in a range of other areas. These include:

- How to sustain a tenancy and practical living skills
- Helping to find secure long term accommodation
- Education, Training, and Employment
- Support in Social Inclusion by having regular outings and events
- Offer active listening skills and space to talk through emotional difficulties
- Support with Mental and Physical Health Needs
- Mediation (neighbourhood/flatmate disputes)
- Support with Substance Misuse/Abuse
- Referrals to other specialist agencies
- Liaison and partnership working with other agencies
- Welfare Benefits and debt re-payment
- Legal issues

Each resident is supported on an individual basis in a person centred manner, to make their own choices around their support needs.

### Hours of Support

- Support is available twenty four hours a day, seven days a week
- There is a night worker on from 9:00pm to 7:30am daily and all other staff work between 7:00am and 9:30pm, usually by way of early shifts, backshifts, and day cover
- Support workers along with management also take part in an on call rota providing emergency support

### Support for Staff

- The staff team consists of a Operational Manager Service Manager, Seven Support Workers and two Night concierge
- Each resident is allocated a support worker as their keyworker although residents can access all staff members for support
- Support and supervision is provided regularly by the assistant manager or unit manager and staff are encouraged to attend training courses to best equip them to provide the highest level of support to residents
- All staff provide input into support packages, including the writing of risk assessments and support plans, and are expected to be able to manage a complex caseload with a challenging client group

### Overview of the Service

Oxgangs Street provides accommodation-based support to individuals who are homeless. The project is based in central Edinburgh. Residents share either 2-bedroom flat or a 3 bedroom flat. 17 Individuals live in this accommodation.

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- Helping to find secure long term accommodation
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- Support in Social Inclusion by having regular outings and events
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- Support with Mental and Physical Health Needs
- Mediation (neighbourhood/flatmate disputes)
- Support with Substance Misuse/Abuse
- Referrals to other specialist agencies
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- Legal issues

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### Overview of the Service

Tollcross View provides accommodation based support to individuals who are homeless. The project is based in central Edinburgh. Residents live in a bedroom with shared facilities. 11 residents reside in this service.

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- Helping to find secure long term accommodation
- Education, Training, and Employment
- Support in Social Inclusion by having regular outings and events
- Offer active listening skills and space to talk through emotional difficulties
- Support with Mental and Physical Health Needs
- Mediation (neighbourhood/flatmate disputes)
- Support with Substance Misuse/Abuse
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- Support and supervision is provided regularly by the assistant manager or unit manager and staff are encouraged to attend training courses to best equip them to provide the highest level of support to residents
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### Overview of the Service

Situated on Bruntsfield Place, in an old period building just a fifteen-minute walk from Princes Street, Bruntsfield Project is a Temporary Supported Accommodation service for twenty adults accommodating both males and females, from the ages of eighteen which can include couples, and individuals with dogs. Referrals come directly from City of Edinburgh Council after an assessment by housing staff.

All individuals have their own bedrooms fourteen of which have ensuite facilities. There are two shared bathrooms for the other six rooms and two large kitchens for everyone to share. The individuals we support have varying needs, however the service specification is for adults who are homeless with complex and multiple needs. Individuals can present with different needs including mental health issues, addiction issues, learning disabilities, and relationship breakdowns – any contributory factor to becoming homeless. Hillcrest Futures staff support individuals to focus on living independently to enable them to move on and successfully maintain a home of their own.

### Areas of Support

Support is provided to individuals to develop and maintain skills, independence, and confidence in a variety of areas, such as:

- Support to bid for own tenancy; future planning; assisting to access furniture packages
- Assisting with volunteering and employment, including access to Permitted Workers Scheme
- Maintaining independence skills; following interests and hobbies
- Providing emotional and/or emergency support when in crisis
- Budgeting, dealing with mail and welfare benefits system
- Cooking classes via our Good Food Good Practice Courses
- Contacting professional and agencies, making and keeping appointments, following through with action from appointments, maintaining personal health and hygiene
- Support Staff and individuals work together to maintain a healthy relationship built on mutual respect, openness, and transparency to achieve positive outcomes for each individual suitable to their own needs and goals

### Hours of Support

- Support is provided twenty-four hours a day, seven days a week. Support Staff cover between 08.00 a.m. and 10.00 p.m. while the Concierge Service provides cover throughout the night.
- Rotas are planned well in advance and operate on a rolling basis, primarily to meet operational needs. There is a level of lone working mainly at weekends and in the evening after 7pm when there are less appointments.
- You are also required to participate in an on-call rota following completion of your probationary period (additional payment is made for this). Weekend working is also a requirement of the role.

### Support for Staff

- On-call system which includes experienced staff at all levels.
- Supervision is provided regularly.

- Regular team meetings.
- All necessary and mandatory training will be provided.
- 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).

### Overview of the Service

Situated in the Leith area of Edinburgh, Lauriston In Leith is a Female only, Temporary Accommodation Housing Support Service for eleven vulnerable adults, presenting as homeless. They each have their own bedsit flat and have an occupancy agreement for the accommodation provided to them from Hillcrest Homes. Referrals are from both external agencies and self-referrals. Individuals can present with different needs including mental health; disabilities and addiction issues.

### Areas of Support

Support is provided to individuals to develop and maintain skills, independence and confidence in a variety of areas, such as:

- Support to bid for own tenancy; future planning; assisting to access furniture packages
- Maintaining independence skills; following interests and hobbies
- Budgeting; dealing with mail and welfare benefits system
- Contacting professional and agencies, making and keeping appointments, following through with action from appointments
- Maintaining personal health and hygiene
- Assisting with volunteering and employment, including access to Permitted Workers Scheme

Support Staff and Individuals work together to maintain a healthy relationship built on mutual respect, openness and transparency in order to achieve positive outcomes for each individual suitable to their own needs and goals.

### Hours of Support

We provide support twenty four hours per day, three hundred and sixty five days per year.

A Concierge (Nightworker) is on shift from 09:30pm to 08:00am daily and all other staff work between 07:30am and 10:00pm.

Shifts include early shifts; back shifts, day shifts and to be part of the on call rota providing emergency support.

### Support for Staff

- The team consists of a Manager; Support Workers and Night Workers
- Support and Supervision is provided regularly by the Manager or Assistant Manager
- 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

- 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)
- Covid specific training and regular Covid testing taking place



## ROLE PROFILE

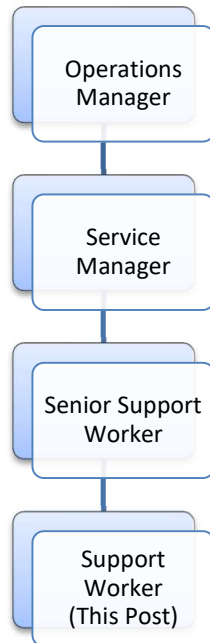
**Job Title:** Support Worker

**Department:** Hillcrest Futures

**Responsible to:** 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 service user 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 full and part time 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.
- Salary:** Salaries are paid monthly, directly into a bank account of your choice. The salary for the Support Worker post is **£12 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 £108.00 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 1<sup>st</sup> 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 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.