

Post:	Support Worker (MALE) – Housing Support Service for people aged 26 years+
Responsible to:	Service Lead
Location:	Across South and East Ayrshire
Salary:	£10.56 per hour
Contract:	Permanent, part-time post (21 hours per week)
Closing Date:	Friday 24th September 2021

MAIN PURPOSE OF ROLE

‘Everyone is given the opportunity to have a home and a place in the community of Ayrshire’

Our Support workers role will provide person centred, positive, practical and emotional support to people referred to our service. This support will focus on goals, promoting positive choices and encourages personal development and responsibility. Our Support workers will also develop and maintain positive effective professional relationships with a range of external partners to ensure support to the people who use our service is coordinated and in line with agreed identified support plans.

Our Support workers will be responsible for accurately maintaining Better Futures housing support outcomes framework, as well as contributing to the wider administrative work of the services as required.

KEY RESPONSIBILITIES

- To provide quality services to people through effective planning, monitoring, evaluation and review of their outcomes in partnership with the people we work with
- To provide person-centred support to the people who use our services.
- To maintain accurate records and case notes on the Better Futures housing support outcomes framework
- To ensure that services comply with standards and policies set out by Seascope and meet the contractual and/or regulatory requirements of relevant external agencies.
- To contribute as an effective team member to the development of the activities of our services

- To promote choice, well-being, and the protection of service users from the risk of danger, harm, or abuse.
- To work with service users to develop and deliver person-centred support plans that achieve the best possible outcomes for people who use the service.
- To encourage people who use our services to take an active role in their support and in all decisions relating to them or their support.
- To participate in the monitoring and evaluation of services provided to people who use our service.
- To provide support to service users that responds positively to challenging behaviour.
- To act as an advocate, or facilitate advocacy, where appropriate by acting on behalf of people who use the service.
- To promote effective communication and joint working with partnership agencies to ensure the best possible outcomes for service users.
- To establish and maintain effective links with local community services.
- To work with people who use services to match their individual needs to the effective use of community resources, to maximize independence and quality of life.
- To record and report information in accordance with Seascope operational guidelines and regulatory requirements.
- To promote, monitor and maintain health, safety, and security within the working environment.

GENERAL RESPONSIBILITIES

- Attend and contribute effectively to meetings as required.
- Ensure own practice complies with all Seascope policies & procedures, with reference to HR, health & safety, equalities & diversity and confidentiality.
- Abide by the SSSC Code of Conduct and National Care Standards in all work undertaken
- Be aware of and adhere to necessary standards in relation to the service's agreed objectives and contractual requirements.
- Develop and promote effective communications, excellence in customer service and a proactive approach to best practice.
- Keep up to date with any developments within the field and undertake relevant training and learning development as necessary.
- Contribute positively to the activities of the service and play an effective role in achieving the aims and objectives of the service.
- Use own initiative to manage workloads and meet deadlines.
- Carry out any other duties appropriate to the position as required.

PERSON SPECIFICATION / SKILLS REQUIRED

Essential

- SVQ Level 3 Health & Social Care or equivalent
- Experience of providing support to vulnerable people
- Demonstrable commitment to service user participation
- Able to manage and resolve conflict
- Able to manage own workload with minimum supervision
- Good communication and admin / IT skills (including use of Microsoft Office)
- Ability to establish and sustain trust and confidence with colleagues, service users and the general public, promoting and representing SeAscape positively and professionally at all levels
- Ability to work effectively within a team, promoting and contributing to effective Communication – working in partnership with other professionals, demonstrating a commitment to the ongoing delivery of effective and appropriate service administration
- An understanding of the main issues affecting unemployment and the homeless System and issues faced by people who use our services
- An understanding of regulatory requirements including New Health & Social Care Standards, SCSWIS and SSSC Codes of Practice
- Knowledge of best practice in the provision of direct support services
- Full driving licence and access to own vehicle

Desirable

- Experience of service delivery within a social care / homelessness setting
- Knowledge of homelessness and current and future issues affecting the sector
- Knowledge of homelessness legislation
- Knowledge and understanding of DWP and benefits systems
- Understanding of the Better Futures Framework or similar outcome tool

CVs can be submitted to recruitment@seascapeayr.co.uk alternatively you can contact Nicola Young, Operations Manager for an informal discussion and to request an application pack.