



## **JOB DESCRIPTION**

### **WOMENS RESIDENTIAL SUPPORT WORKER WEST PILTON PARK, EDINBURGH**

**RESPONSIBLE TO: Stramullion Team Leader**

#### **OVERALL PURPOSE OF JOB**

- To provide support and resettlement services to service users.
- To provide support, advice and information to service users.
- To provide practical, emotional and social support to service users who present with multiple, overlapping needs.
- To work as part of a multi disciplinary team providing an effective service to the client group.
- To work in a sensitive, flexible and non-judgemental way and within an equal opportunities framework
- To achieve key outcomes of the service

#### **KEY TASKS**

- 1.1** To provide a holistic support and resettlement service to clients encompassing the following:-
  - Income maximisation;
  - Budget and debt management;
  - Advice/information and support on accessing local community based services;
  - Liaison with specialist support services where appropriate;
  - Personal development support.
- 1.2** To promote independence and support and coach service users to identify their own solutions and build their own resources and skills.
- 1.3** To address with service users their support needs and to review progress at regular intervals.
- 1.4** To participate in effective team work and establish good channels of Communication to all local organisations.

- 1.5 To access client's support and resettlement needs and to work closely with the staff team and City of Edinburgh homelessness staff to provide reliable information on the opportunities which are available.
- 1.6 To provide an efficient and welcoming environment for all service users at the project.
- 1.7 To be responsible for the security of the building and the safety of the Service users. To be fully aware of and implement Rowan Alba's Health and Safety Policies including conducting inspections, reporting concerns and reviewing practices accordingly
- 1.8 To create an enabling environment which encourages all service users to participate in the cleaning of their accommodation, providing assistance where required.
- 1.9 To maintain up to date casework files, keep accurate records including statistical information where appropriate.
- 1.10 To input and update relevant monitoring systems including STAR outcomes tool and ECCO monitoring system
- 1.11 To promote and be involved in the Organisation's commitment to service users involvement and participation
- 1.12 To ensure that service users are able to participate in all areas of service delivery and that all services are accessible and relevant to their needs
- 1.13 To assist with and encourage service users in providing feedback on services through service user meetings, complaints, suggestions and the use of questionnaires.
- 1.14 To be aware of and adhere to all relevant financial procedures
- 1.15 To positively promote the work of Rowan Alba to other organisations.
- 1.16 To attend supervision, training and meetings. To be open to feedback and commit to development and using a coaching ethos in the workplace.
- 1.17 To participate in fundraising, marketing and promotion of the organisation.
- 1.18 To work within and promote all of Rowan Alba's policies and Procedures
- 2.0 Any other reasonable duties as requested by your line manager/ Chief Executive of the organisation

**This job description outlines the general ways in which it is expected you will meet the overall requirements of this post. The list of tasks is not an exclusive one and duties may be varied from time to time by the line manager.**