

Job Description



Job Title	Stramullion – Senior Support Worker
Core Purpose of Job	To oversee the provision of good quality support, advice and information to residents and Support Staff, be responsible for ensuring client files are up to date. To effectively manage and support the staff team to achieve the aims and outcomes of the service and meet the key performance indicators of the service. To work in a sensitive, flexible and non-judgemental way and within an equal opportunities' framework.
Organisational Position	Reporting directly to the Team Leader, the Team Leader shares responsibility for the leadership of the organisation and the management of staff.
Key Outcomes	
1	To oversee a team of staff providing holistic support to residents. Provide a person-centred service which responds flexibly and quickly to the needs of adults who are alcohol dependent with complex needs.
2	Ensuring reporting requirements of the services are achieved as per service level agreements.
3	To provide support and supervision to relevant staff members.
4	Ensure staff teams are adequately trained and qualified to meet regulatory requirements.
5	On Call responsibilities

Competencies required

Core Competencies

- **Communication** - Communicates ideas and information effectively, both verbally and in writing, ensuring messages are clear and understandable.
- **Leadership** - The ability to lead, inspire and encourage others to meet organisation objectives whilst providing a clear vision and sense of purpose in all activities.
- **Person-centred approach**- Encourages and maintains open, positive relationships with a wide range of people. Listens and communicates assertively to ensure mutual understanding.
- **Personal effectiveness**- The ability to take responsibility in challenging circumstances and achieve results. Showing determination, self-confidence, and persistence.
- **Problem-solving**- The ability to identify and resolve problems by gathering and analysing information from a range of sources, make informed and effective decisions. Draws appropriate conclusions and considers the consequences of these decisions.
- **IT literate** – be competent working with Microsoft Word or equivalent and other database systems.



Person Specification

Experience	
Essential	<ul style="list-style-type: none"> • Evidence of flexible working practice to meet the service's requirements • Ability to provide staff supervision • Ability to access and manage risk and ensure a safe environment • An ability to collect data and maintain records with experience of evaluating services

Knowledge and understanding	
Essential	<ul style="list-style-type: none"> • Understanding of issues experienced by homeless vulnerable individuals who have multiple complex needs and alcohol dependency • Knowledge of the voluntary sector and services • To be able to lead, manage and motivate team through regular planned meeting and support • To ensure that Rowan Alba's Equality and Diversity Policy and Procedures are actively promoted in all areas of work and that services are relevant and accessible to all individuals.
Desirable	<ul style="list-style-type: none"> • Methods to monitor and evaluate service provision

Skills, education, qualifications	
Essential	<ul style="list-style-type: none"> • Excellent communication, interpersonal skills, and computer literacy • Ability to plan and manage work effectively and deal with competing priorities • Empathy and active listening • Sensitivity and responsiveness to people's emotional and social health
Desirable	<ul style="list-style-type: none"> • Recognised qualification in social care or related discipline. If you do not have a recognised qualification in Social Care support will be given for you to achieve this; however, it would be a requirement of your employment that you undertake this qualification

Other essential requirements

Essential	<ul style="list-style-type: none">• Clear understanding of role and responsibilities at every level of service delivery• Ability to meet On Call requirements• Non-judgemental & accepting• Ability to work as part of a team and on own initiative• Incorporate equalities issues within your work• Meet the requirements of registration with Protection of Vulnerable Groups Scheme check
-----------	---

This job description outlines the general ways in which it is expected you meet the overall post.

The list of tasks is not an exclusive one and duties may be varied from time to time by the line manager. This job description is subject to regular review.