

Job Description



Job Title	Support Worker - Stramullion
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Core Purpose of Job	The Support Worker will provide positive practical and emotional support to people who use our service that promotes choice and encourages personal responsibility. Establish and maintain effective professional relationships with a range of external services.
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Organisational Position	Reporting directly to the Team Leader (Line Manager), the manager is a member of the Management Team, and as such share's responsibility for the leadership of the organisation and the management of staff.
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Key Outcomes	
1	To provide a quality service to people through effective planning, monitoring, evaluation and review of their requirements in partnership with them.
2	To provide person-centred support to people who use the service.
3	To maintain accurate records and case notes on various systems.
4	To ensure the service complies with standards set by SSSC and meet the contractual and/or regulatory requirements of relevant agencies and stakeholders.
5	To contribute as an effective team member to the development of the activities of the service.

Competencies required	
Core Competencies	<ul style="list-style-type: none"> • Promote choice, well-being and the protection of service users from risk of danger, harm or abuse. • To work with service users to develop and deliver person-centred support. • To encourage people who use the service to take an active role in their support and in all decisions relating to them or their support. • To provide support to service users that responds positively to challenging behaviour. • To provide practical assistance for domestic and personal needs to people as required, whilst encouraging personal responsibility and maximisation of personal choice. • 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 partnership agencies to ensure the best possible outcomes for service users. • To record and report information in accordance with operational guidelines and regulatory requirements. • To promote, monitor and maintain health, safety and security within the working environment.

Person Specification

Experience	
Essential	<ul style="list-style-type: none"> • Demonstrate experience in delivering all aspects of the Job Description. • Demonstrate commitment to service user participation • Able to manage and resolve conflict • Able to generate own work and work with minimum supervision.
Desirable	<ul style="list-style-type: none"> • Minimum of one years' experience of service delivery within a social care setting. • Experience in homelessness field

Other essential requirements	
Essential	<ul style="list-style-type: none"> • Work effectively with a team; promoting and contributing to effective communication; working effectively in partnership with other professionals and demonstrate a commitment to the ongoing delivery of effective and appropriate service administration. • Ability to establish and sustain trust and confidence with colleagues, service users and the general public promoting and representing Rowan Alba positively and professionally at all levels.

Knowledge and understanding	
Essential Desirable	<ul style="list-style-type: none"> • Of issues faced by people who use the service. • Understanding of regulatory requirements including SCSWIS and SSSC Code of Practice. • Knowledge of best practice in the provision of support services. • Knowledge of homelessness legislation. • Knowledge and Understanding of DWP and benefits systems. • Knowledge of homelessness and current and future issues affecting the sector.

Skills, education, qualifications	
Essential	<ul style="list-style-type: none"> • Good verbal and written skills • Numeracy Skills • IT literate – be competent working with Microsoft Word or equivalent • Able to work under pressure and deliver results • Flexible, creative approach
Desirable	<ul style="list-style-type: none"> • SVQ Level (Adults) qualification or willing to work towards it. • Presentation skills

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.

