



Job Description

Job Title	Community Alcohol Related Damage CARDS Locum Support Worker Support Worker
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Core Purpose of Job	<p>The service receives referrals mainly from professionals, requesting one of our volunteers to be matched with individuals who have a past or present, problematic relationship with alcohol. The CARDS team work together to recruit and train volunteers to provide this service.</p> <p>The role of the CARDS Locum Support Worker support worker will be to support the service to meet this demand and other areas of service provision.</p> <p>This includes volunteer recruitment, client assessments, introductions of volunteers to service users, and responding as directed by the CARDS staff team and Rowan Alba management.</p> <ul style="list-style-type: none"> • Advocacy on behalf of the client • Relationship building with clients, volunteers, team and external agencies • Socialising & self-esteem building • Administration • Team communication
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Organisational Position	Reports to CARDS Team and Service Manager
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Key Outcomes	<ul style="list-style-type: none"> • To facilitate and establish a supportive and respectful relationship with service users and volunteers • Help service users to identify their own achievable and meaningful goals and to set objectives • To introduce people referred to the service to a CARDS volunteer • Support volunteers to develop healthy relationships with their service users and model best practice • Record meetings with clients and volunteers and provide feedback of progress of the matching process to the CARDS team • Update computer records to reflect work undertaken and in progress (Spreadsheets, forms and reporting information) • Support the team with service and organisational events such as recruitment, training and fundraising activities / events • Liaise with agencies on behalf of the organisation and the individuals we are working with • To take part in support and supervision, coaching and all other aspects of training provided by the CARDS Team
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Locum Support Worker This version replaces any previous one November 2022

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- To develop a working practice that underpins the coaching ethos



Authority Levels	
Financial and tangible resources	Responsibility to account for, record and submit all expenses incurred during CARDS Locum Support Worker work with service users. To work to the agreed hours by recording and submitting time sheets and reporting any issues with working agreed hours to CARDS manager
People	CARDS Locum Support Worker CARDS Manager Rowan Alba Finance dept

Accountability	
Freedom to act	The CARDS Locum Support Worker will have the freedom to act in progressing ideas that originate from their experience in the sector, their understanding of the CARDS service and person centred support.
Risk Management	The CARDS Locum Support Worker is responsible for following covid 19 national guidance and risk assessing all aspects of the role and reporting, documenting and updating risk assessments of The individual client visit The service risk assessment as a whole The ongoing individual risk assessment of the individual themselves and instigating conversation and understanding about the organisations requirement to assess risk to reduce harm and hazards.
Level of problem-solving required	The CARDS Locum Support Worker will take part in group and one to one supervision to contribute to the organisations requirement to provide a safe and risk assessed place of work. This involves identifying risk and leading the conversation around risk reduction and risk management.

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Communication	
Subject complexity and expertise	Take direction from CARDS staff in relation to providing a relevant and supportive service. Feedback to the team and individual with any concerns around risk whilst progressing the service users own goals and aspirations
Contact inside the organisation	Service users, Volunteers, Staff and RA Consultants
Contact outside the organisation	Local agencies Social Work departments Health and Social Care teams Key Stakeholders

Competencies required	
Core Competencies	Establishing, maintaining, and developing relationships Providing feedback and reflecting on your own practice Presenting information by way of reports, presentations, training courses and

Additional Information in relation to employment status	
	<ul style="list-style-type: none"> • CARDS Locum Support Workers to provide cover where there are gaps in the service schedule • CARDS Locum Support Workers have different types of contracts (we refer to them as CARDS Locum Support Worker Agreement) from employees as they provide work as and when necessary, and there is no obligation on us to provide work, or for them to accept work. • The CARDS Locum Support Worker supports the CARDS service to temporarily stand in for staff shortages or when there is an increase to the demand for our service that has not yet been met by the core staff team. • Therefore there are no confirmed regular shifts, nor does the CARDS Locum Support Worker feature as part of the shift rota other than for the purposes of filling gaps when required.

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.

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Person Specification

Experience	
Essential	<ul style="list-style-type: none"> • Experience of managing case-loads • Experience of managing individuals (volunteers) in a supervisory role • Ability to access and manage risk and ensure a safe environment for our volunteers and service users • Ability to contribute to ideas on expansion of service and volunteer experience support • Ability to network and raise the profile of both Rowan Alba and its growing services • Problem solving with individuals' ways to solution focused action plans that will ultimately help to achieve their personal goals and reduce risk • Understanding of what basic practical steps to take to plan work effectively, manage competing priorities.
Knowledge and understanding	
Essential	<ul style="list-style-type: none"> • Understanding of national and organisational guidance appropriate to your role (Adult Support and Protection, GIRFE and Covid 19 restrictions) • Understanding of good practice in developing healthy supportive relationships with service users • Understanding of basic Microsoft packages word, excel, PowerPoint and office 365 and the ability to use and post on most social media platforms • Understanding of issues experienced by vulnerable individuals who have multiple needs
Skills, education, qualifications	
Essential	<ul style="list-style-type: none"> • SVQ Level 3 or willingness to work towards if necessary • Understanding of coaching
Desirable	<ul style="list-style-type: none"> • Ability to give and receive feedback with a view to maintaining integrity for the organisation, self, staff and service user.

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