



## Job Description

Job Title	<b>Support Worker</b> Housing Support and Care at Home services
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Core Purpose of Job	The Support Worker will provide positive, practical, and emotional support to the residents of our service that promotes choice and encourages personal responsibility. To be an effective Team Player in a challenging environment and establish and maintain efficient professional relationships with a range of external services.
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Organisational Position	Reporting directly to the Senior Support Worker (Line Manager), a member of the Management Team, and as such sharing 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 Scottish Social services Council (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.



Accountability	
Freedom to act	<p>To work within the framework of, and promote adherence to, Rowan Alba's structure, policies and procedures to achieve best practice with individuals using our services and those commissioning them.</p> <p>Identify development areas within your role and engage with the coaching opportunities within the organisation to support professional development.</p>
Risk Management	<p>To be aware of and work within Rowan Alba's Health and Safety policy and to report any issues of concern and in conjunction with the line manager.</p>
Level of problem-solving required	<p>Engage with Tenants with varying levels of support needs and challenging behaviours.</p> <p>A desire to learn new skills and experiences relevant to the role and the service.</p>

Communication	
Subject complexity and expertise	We work with people who are alcohol dependent, have complex (often homelessness related) health needs and are prone to challenging behaviour and episodic poor physical and mental health.
Contact inside the organisation	Giving and receiving objective feedback with other staff, one to one, during team discussions and Support and Supervision.
Contact outside the organisation	Inter-agency working, communication with Housing Providers, Social Care Direct, Social Workers, private support agencies.

Competencies required	
Core Competencies	<ul style="list-style-type: none"> <li>• Promote choice, well-being, positive risk taking and the protection of service users from risk of danger, harm or abuse.</li> <li>• To work with tenants to develop and deliver person-centred support.</li> <li>• To encourage tenants to take an active role in service improvement, their support and in all decisions relating to them or their tenancy.</li> <li>• To provide support to service users that responds positively to challenging behaviour.</li> <li>• To provide practical assistance for domestic and personal needs to people as required, whilst encouraging personal responsibility and maximisation of personal choice.</li> <li>• To act as an advocate, or facilitate advocacy, where appropriate by acting on behalf of people who use the service.</li> </ul>

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|  | <ul style="list-style-type: none"><li>• To promote effective communication and joint working partnership with a range of agencies to ensure the best possible outcomes for service users.</li><li>• To record and report information in accordance with operational guidelines and regulatory requirements.</li><li>• To promote, monitor and maintain health, safety and security within the working environment.</li><li>• To respect – as is included in the Ethos of Rowan Alba (Accept, Support and Include) – service users lifestyle choices.</li></ul> |
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## Person Specification

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

Knowledge and understanding	
Essential	<ul style="list-style-type: none"> <li>• Of issues faced by people who use the service</li> <li>• Understanding of regulatory requirements including Care Inspectorate and Scottish Social Services Council (SSSC) Code of Practice.</li> <li>• Knowledge of best practice in the provision of support services.</li> </ul>

Skills, education, qualifications	
Essential	<ul style="list-style-type: none"> <li>• Good verbal and written skills</li> <li>• Numeracy Skills</li> <li>• IT literate – be competent working with Microsoft Word or equivalent</li> <li>• Able to work under pressure and deliver results</li> <li>• Flexible, creative approach</li> <li>• Organised and dependable</li> <li>• Scottish Vocational Qualification (SVQ Level 3 - Adults) qualification or willing to work towards it.</li> </ul>
Desirable	<ul style="list-style-type: none"> <li>• Presentation skills</li> </ul>

Other essential requirements	
Essential	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Ability to establish and sustain trust and confidence with colleagues, tenants and the general public promoting and representing Rowan Alba positively and professionally at all levels.</li> <li>• Ability to demonstrate resilience in dealing with emotions, distress and challenging behaviour.</li> <li>• Committed to the demonstration of respect and compassion towards those we work with.</li> <li>• Positive outlook, self-motivated and flexible.</li> <li>• Committed to supporting those who face disadvantage or stigma.</li> </ul>

**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.**