

Person Specification

Job title:	Social Care Worker (Homelessness)
Job Family/ Grade/Level:	PCS5, Grade 6
Summary of role:	<p>Working semi autonomously and as part of a team you will Case Manage and coordinate all homeless cases who present to the Council for statutory homeless assessment within a Housing Options context. You will manage and be responsible for cases continually through the homeless system from first presentation/assessment to discharge. You will be accountable for your work through developing person centred support plans and engaging in regular review processes.</p> <p><u>Basic Functions</u></p> <ul style="list-style-type: none"> • To deliver effective, efficient and a high quality Housing Options Assessment and homelessness prevention services ensuring the Councils statutory duties towards homeless service users in relation to accommodation, advice and information are met • To provide a case management service for homeless people based on an assessment of housing, social care and other needs • To develop robust person centred and accountable care and resettlement plans in line with the responsibilities of Social Work and to manage and coordinate wider health social care risk for vulnerable homeless service users and their families <p><u>Duties and Responsibilities</u></p> <ul style="list-style-type: none"> • In accordance with the Housing (Scotland) Act 1987 as amended and the Social Work Scotland Act 1968 to discharge professional responsibilities including direct work with homeless individuals and households • To provide practical helps to homeless individuals and households to prevent them from becoming homeless and maintain them in already existing accommodation • To carry out benefit checks in respect of homeless service users to assist them to maximise their income • To advocate on behalf of homeless individuals and households as appropriate • To work collaboratively and to develop a range of interfaces with other services these will include partners in health and social work and will involve arranging services to prevent homelessness and sustain people already in tenancies this will include home care, respite care, social care and housing support, advocacy, OT Assessment, emergency and

	<p>supported accommodation. This will also include people discharged from hospitals and released from prison into homelessness</p> <ul style="list-style-type: none"> • To be the first point of contact for homeless people and households who are already homeless or significantly threatened with homelessness within the community. The Homelessness Social Care Worker must have sound and up to date information on legislation and other issues that affect homeless people and households and be able to provide accurate and appropriate advice and information this is a statutory obligation of the Council • To case manage all cases involving homeless households and individuals the Homelessness Social Care Worker must have awareness of people who are particularly vulnerable and complex because of their homelessness this includes especially children and pregnant woman and other people who are more vulnerable because of their physical and mental health the worker must be familiar with referral procedures/routes into other care groups • The Homelessness Social Care Worker must ensure that all homeless households on whom the Council have accepted a duty to accommodate have person centred resettlement plans at the centre of which must be the accommodation needs of the homeless household and a clear path through the Section 5 process to access accommodation. Utilising RSL housing stock and turnover information to ensure service users do not spend too much time in emergency or supported accommodation and get into settled accommodation as soon as possible. To this end the Homelessness Social Care Worker must assist with the development of RSL databases which will detail RSL capacity, stock types and turnover for all RSLs in Glasgow • To liaise with relevant statutory, voluntary and private sector agencies to maximise available accommodation and support options to provide solutions to the accommodation needs of homeless individuals and households • Assist in ensuring the efficient and cost effective use of temporary and emergency accommodation through coordination of person centred resettlement and regular review of alternative more cost effective accommodations • To record all work undertaken in accordance with Departmental procedures • To work with the Council's IT and management information systems
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Criteria	Essential	Desirable	Evidence
Education, qualifications & training		SVQ Level 3/HNC or equivalent or a willingness to work towards qualification	Application Form Certificates

Skills	<p>Experience of working within team setting and experience of inter-agency working</p> <p>Self motivated, excellent communication skills, ability to work across range of multi agencies</p> <p>Possess skills in relation to people motivation, counselling etc.</p> <p>Ability to plan, organise and priorities your work and meet deadlines</p> <p>Ability to undertake assessment, resettlement planning, case management and review</p>	<p>Proficient at maintaining case notes, files & record systems</p> <p>Previous/current work experience in a client based setting</p> <p>Work towards an appropriate value base in keeping with Social Work principles and be able to justify, present your views and make appropriate decisions</p> <p>Ability to record accurate, appropriate and relevant information into client record systems</p> <p>Ability to develop an understanding of the relationship of Social Work/Health and their relationships with other services, partners, RSLs, local communities etc. and to be able to work effectively for the needs of homeless individuals and households</p> <p>Well-developed written skill in respect of producing and writing reports, letters etc.</p> <p>Ability to use information technology systems to retrieve information and produce reports</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>
Knowledge	Awareness of complex needs of service users	Knowledge of homeless issues and legislation	
Other			

Competencies	Essential	Desirable	Evidence
Personal Effectiveness	<ul style="list-style-type: none"> You're confident and assertive when you put your views across to other people. 		<p>Application form</p> <p>Interview</p> <p>References</p>

Influencing – Level 1	<ul style="list-style-type: none"> • You back-up any suggestions you make, with facts. • You're prepared to stand by your views, even if others challenge you. • You're able to explain your views in different ways, if people disagree with you. • You win people over by explaining why your way is the best way. • You get others to agree, and commit to, an action or viewpoint. • You use facts, good reasons and your own strong feelings, to get people to agree with you. • You adapt the way you talk to people to make sure they understand you. 		
Personal Effectiveness Communication – Level 2	<ul style="list-style-type: none"> • You share relevant and important information on time, with your team. • You're happy to say what needs to be said, and you're tactful when you need to be. • You choose the best way of communicating (such as writing or face-to-face), and use the right words for your audience and situation. • You speak confidently, and hold people's attention. • You explain why decisions have been made and use examples to support them. • You keep yourself and your team focused on the most important things, but let other people express their views. • You ask people questions to check their understanding. • You give a good impression of the Council when dealing with non-employees. • You produce clear, concise and easily understood written communications 		Application form Interview References
Providing Excellent Customer Service Customer Orientation – Level 2	<ul style="list-style-type: none"> • You follow-up customer requests, to make sure actions are taken and issues resolved. • You measure customer satisfaction to find out what needs to be improved. • You explain to customers, how and why we can't meet their needs, and offer alternatives. • You change the way you do things, to meet the needs of each customer. • You spot problems and take action, as soon as possible, to stop them getting worse. 		Application form Interview References

	<ul style="list-style-type: none"> • You deliver more than you promised, and try to exceed expectations. • You make sure that there is continuity of service, as far as possible. 		
Providing Excellent Customer Service Collaboration – Level 2	<ul style="list-style-type: none"> • You encourage people to share information, so that they achieve the right outcome. • You ask for help from colleagues or experts outside of the Council. • You try to improve your team's performance, as well as meeting your own personal goals. • You try to get everyone to work together, and help to create a sense of team spirit. • You take steps to manage the way that people think about you, and discuss the quality of your working relationships with others. • You make time to meet people and develop a shared understanding. • You build strong relationships with colleagues and customers, beyond just working together on shared tasks. 		Application form Interview References
Leadership Initiative – Level 2	<ul style="list-style-type: none"> • You use your initiative to solve problems. • You get other people to share their ideas and get them to take personal responsibility for their results. • You proactively try to make a difference and make things happen. • You encourage everyone in the team to join in fully, improving teamwork as a result. 		Application form Interview References