

ROLE PROFILE

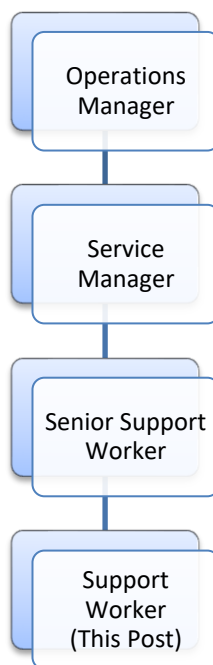
Job Title: Support Worker

Band: HF39 - G

Department: Hillcrest Futures

Responsible to: Operations Manager and Service Manager

Organisational Structure



Role Purpose:

To work as part of a team to deliver a high standard of care and support to individuals to help them to achieve their agreed individual outcomes.

Support Workers will be expected to adhere to the standards laid down by the Scottish Social Services Council (SSSC) Codes of Practice and Hillcrest Futures Policies and Procedures.

Main Duties:

- To provide direct support to individuals as agreed in individual Personal Outcome Plans as per service requirements;
- To undertake case co-ordination responsibilities with, and on behalf of individuals;
- To be an effective team member;
- Be an effective communicator;
- To mentor and support the induction of new staff;
- Contribute to team learning and development;
- To take lead responsibility for a defined area of practice in the service, as negotiated and agreed with the line manager;
- To contribute to service improvements;
- To develop knowledge base and skills in line with registration requirements for the SSSC;
- To undertake housing management tasks appropriate to the service as detailed in the service descriptor;
- To participate in shift patterns, as required by the service, which may include evenings, weekends, waking nights, sleepover shifts, and lone working.

Service Specific Duties:

The service descriptor document is part of this Job Description and should be referenced in accordance to specific duties.

Any Other Duties:

Carry out any other reasonable duties as required by the organisation.

Person Specification – Support Worker

Attribute	Essential	Desirable
Experience	• Ability to demonstrate transferrable skills relating to care • Active listening • Communication • Effective time management • Daily Living Skills, for example, cooking, budgeting, appointments and cleaning.	• Relevant experience in a caring environment • Basic understanding and skill in the spectrum of tasks associated to role • Previous experience with individuals or groups relevant to the project • A general understanding of the needs of individuals or groups relevant to the project
Proven Competencies	• Good communication skills, both verbal and written • Ability to work within a team environment • Ability to use own initiative • Willing to participate in social events, for example, outings with service user groups • Ability to support individuals with tasks such as cooking, cleaning, budgeting and obtaining welfare benefits • Personable, warm and kind • Good timekeeping, time-management and organisational skills	• Able to liaise with external agencies • I.T. skills • Flexible approach to service requirements, including flexible shift work patterns • Is adaptable and open to change and open to continuous learning and development
Education and Qualifications	• Candidates must demonstrate the ability and willingness to undertake required qualification for Scottish Social Services Council (SSSC) registration, Scottish Vocational Qualification (SVQ) Level 2. • Candidates must be willing and able to obtain and maintain registration with SSSC as required by the service. Willing to undertake training as required	• SVQ Level 2 in Health and Social Care or equivalent
Service Specific	• As per service descriptor	• Car driver and use of car

Overview of the Service

Doo'cot Park is an accommodation-based service located in Arbroath. Support and personal care services are provided to individuals with learning and, or physical disabilities.

There are currently four individuals (two males and two females) who live in a shared tenancy. They each have their own rooms and en-suite bathrooms with shared bathing and shower facilities, communal lounge, kitchen and laundry. Each individual has their own vehicles which are used for outings and, or activities.

Areas of Support

Support is given to individuals to develop, maintain skills and confidence in a variety of areas:

- Accessing community-based resources, activities and outings.
- Organising and supporting individuals on holidays.
- Meeting people and sustaining friendships and contact with families.
- Full Financial support (budgeting, paying bills).
- Monthly financial audits.
- Shopping and preparing all meals and snacks.
- Menu planning.
- Contacting professionals and agencies, making and, or keeping appointments, following appointment actions.
- Understanding communication for individuals who are non-verbal and have no formal communication method.
- Personal care – including intimate personal care such as toileting, showering and bathing.
- Ordering, dispensing and administration of medication.
- Stock checking and auditing of all individuals' medication.

Each individual receives person centred care. Staff will ensure that these needs are met by developing and following person-centred Outcome plans and Risk Assessments.

Hours of Support

We provide support twenty-four hours per day, three hundred and sixty-five days per year.

You will take part in a flexible rota system designed to meet the needs of the individuals. This will include early shifts; back shifts, nightshifts and sleepover duties. Mid shifts may be required for outing and activities. Full support is given for service users when they go on holiday.

Additional Information

- Unit Manager, Assistant Manager and Senior Support worker support 9am-5pm mon-Fri.
- Manager on-call system in place to provide out of hours support after 5pm weekday and 24 hours a day over the weekend.
- 6 month Probationary, staff member to meet with Assistant manager at 2,4,6 monthly meetings to discuss progress and or improvements.

- Supervisions and direct observations take place regularly to develop staff confidence and skills.
- All necessary and mandatory training will be provided.
- Working in partnership with external agencies and families
- Registered with Care Inspectorate under Housing Support and Care At Home
- Requirement to gain Scottish Vocational Qualification (SVQ) in Health and Social Care, unless already achieved, in order for staff to become registered with the Scottish Social Services Council (SSSC).

Conditions of Service

Hours:	Various hours are available. Exact hours will be confirmed in your contract. Shifts to be worked in accordance with the project rota which will be designed to ensure that staff are on duty at times appropriate to the clients and service delivery.
Contract:	This is a Permanent post. All posts are subject to a 6 month probationary period. A formal review will take place at 2, 4 and 6 months.
Grade and Salary:	This post is Grade HF39 – G. Salaries are paid monthly, directly into a bank account of your choice. The hourly rate for the Support Worker post is £13.45 .
Sleeping In:	Staff may be required to undertake sleep-in duty in accordance with the project rota. Hours on sleep-in duty are not counted towards normal weekly hours. Payment will be made at £121.05 per night. The sleep-in allowance covers overtime of up to half an hour on night time call out.
Waking Nights:	Staff may be required to undertake night duties; payment will be at time and a third for hours worked between 10.00pm - 7.00am.
Overtime:	Except for night-time call outs overtime is payable only where it is agreed in advance by the organisation.
Pension:	All eligible employees will be automatically enrolled into The Pension Trust Retirement Solutions (TPT), auto-enrolment pension scheme. At present staff contribute 5% with the employer contributing a further 4%. Further details of the scheme are available from the payroll team.
Health Plan:	Employees are automatically given free admission to the Health Plan Scheme. The cost for this is met by the Employer. Details will be sent out with the Contract of Employment.
Annual Leave:	The holiday year runs from 1st January - 31st December. The full holiday entitlement is 249.6 hours per annum (6.4 weeks) rising to 288.6 hours (7.4 weeks) over 5 years. 5 days public holidays have been included in this annual leave entitlement. Operations Managers will commence on 288.6 hours per annum. Annual leave is calculated on a pro rata basis for part-time staff.

Qualifications: Any offer will be subject to proof of qualifications essential, and where appropriate desirable, to the post.

Rehabilitation of Offenders Act 1974: If you have any unspent convictions, you must declare this on your application form.

In relation to 'spent' convictions, there is a list of convictions which must always be declared and a list of convictions that are declared, subject to rules. Failure to disclose relevant information will be regarded as a breach of trust and could lead to dismissal, disciplinary action or withdrawal of offers of employment.

If you are unsure whether or not you need to disclose a conviction/caution, please contact our Human Resources Department for further advice, or you can check by accessing Disclosure Scotland's website at www.disclosurescotland.co.uk and check the 'Frequently Asked Questions'.

Please note that all successful applicants will be subject to a Disclosure check through Disclosure Scotland.

HAVING A CRIMINAL RECORD WILL NOT NECESSARILY DEBAR YOU FROM WORKING WITH HILLCREST FUTURES. THIS WILL DEPEND ON THE NATURE OF THE POSITION, TOGETHER WITH THE CIRCUMSTANCES AND BACKGROUND OF YOUR OFFENCES.

SSSC Registration: Staff are required to register with the SSSC in the appropriate worker category within Care at Home and Housing Support Services. SSSC registration must be obtained within 6 months of commencing the post. Failure to register within the 6 month period, may result in your contract being terminated. Staff will be responsible for maintaining their registration throughout their employment with Hillcrest Futures.

Trades Union: Employees have the right to join a Trades Union of their choice, if they wish, although Hillcrest Futures do not recognise any Trade Union. A Staff Representative group is in place.

No Smoking Policy: Smoking is prohibited in all projects and at Head Office. Designed smoking areas are outside the buildings and should be out of view of service users. This includes the use of E-cigarettes. Employees who are required to carry out their duties in buildings which are out with the control of the organisation are jointly responsible for minimising their own exposure to risk factors such as passive smoking.

Equal Opportunities: Hillcrest Futures is striving to be an equal opportunities employer and has adopted a Policy which aims to ensure that no job applicant receives less favourable treatment on grounds of race, colour, ethnic and national origins, marital status, gender, age, religion, disability, political or sexual orientations, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

Applications: Please forward applications before the closing date.