

Outreach Support Worker

Location: Highland Programs, 75 Old Perth Road, Inverness, IV2 3RN

Grade: SCP 19-22 (£22,498-£24,354 per annum)

Job Purpose

To help end homelessness and support people to sustain their homes by providing a high-quality, community-based outreach housing support service to young people (age 16+) who are living in their own or temporary accommodation in the Highland Council area. The programme provides outreach support to young people aged 16-26 to live independently in their own homes with practical support and integration within the community. Due to the geographics of the area you should hold a current full driving licence and have access to a car.

Role and Responsibilities

- Develop positive, respectful and compassionate relationships with the people we support, focusing on their strengths and aspirations as individuals.
- Have a high standard of professional integrity with colleagues and other professionals.
- Establish clear professional boundaries with the people we support.
- Engage with the young people helping them to find their way around the community.
- Use your problem-solving abilities to enable them to participate fully in having their needs met and participate in opportunities to develop.
- You will support the young people to pursue meaningful activities such as hobbies and interests, linking in with community groups and access community facilities.
- Support with tenancy sustainment including access to furniture, Universal Credit, establishing utilities, budgeting, tenancy responsibilities, shopping, cooking and any other skills that aid to independence.
- Support and advice on the safety, security and general maintenance of their property.
- Signposting to other appropriate agencies such as health services, money advice services and other support agencies.
- Signposting to access education and employment opportunities
- General advice and liaising on any housing or social issues that may affect the sustainability of the tenancy.
- Actively practicing person-centred planning and unconditional positive regard.
- Taking a Psychologically Informed Environment (PIE) approach.
- Compiling support planning books and keeping yourself safe plans.

- Promoting involvement of those we support in the improvement and development of the service.
- Represent Right There to other agencies or services including Local Authority, Social Work, Housing Services and other relevant services.
- Actively contribute to your service and the organisation's development and improvement.
- Participate in team meetings.
- Attend and participate in training and share learning experiences.
- Engage in reflective practice.
- Feedback on the review of organisational policies & procedures and local guidelines.
- Promote and represent Right There services positively.
- Strive for continuous personal and professional development.
- Engage with any organisational initiatives or working groups.

Policies and Procedures

Right There strives for best practice within social care and expects all staff to adhere to:

- Right There's policies and procedures.
- Scottish Social Services Council (SSSC) Codes of Practice.
- Health and Social Care Standards (My Support, My Life).
- Health & Safety legislation and practices.
- Register with any required government bodies and ensure membership is updated and any attributed costs are paid for.

What we expect from you

Our values make us who we are and define our actions and behaviours every day. We'd expect the post-holder to uphold and represent our organisation in a way that reflects our values and person-centred way of working.



What you can expect from us

We value our staff as our greatest asset and will provide the following working conditions:

- The post holder will report to the Senior Support Worker and through them to the Service Manager.
- Due to the geographics of the area you should hold a current full driving licence and have access to a car.
- Your normal working hours are 35 per week. These hours are usually worked Monday to Sunday, and *flexibly between the hours of 8am and 8pm, with one-hour unpaid break*. Variations to these hours and days must be agreed with your line manager.
- Your usual place of work will be 75 Old Perth Road, Inverness, IV2 3RN.
- You are required to work in the local community, and you will be paid travel expenses between your usual place of work and appointments undertaken in the course of your duties. Alternatively, there may be options to work remotely from your home address.
- Working arrangements must be agreed with your line manager, based on the needs of the service.
- You may be required to work from such other place as the organisation may reasonably require from time to time.
- Annual leave entitlement of 210 hours holiday (equivalent to 6 weeks) pro rata per year in the first year rising to 280 hours (equivalent to 8 weeks) pro rata per year in the second. This includes public holidays
- All appointments are subject to a minimum of a 12-week probationary period
- You will be automatically enrolled into the People's Pension in the month that you will complete 3-months of employment, provided you meet the auto-enrolment criteria
- It is the nature of the work of Right There that tasks and responsibilities are, in many circumstances unpredictable and varied. All employees are, therefore, expected to work in a flexible way when the occasion arises.

Person Specification – Support Worker, Highland Reach Out

Qualifications	Behaviour	Essential Knowledge
Qualifications	<p>Knowledge of current relevant legislation and policies relating to housing and social care</p> <p>Knowledge of issues surrounding homelessness.</p> <p>Knowledge of throughcare aftercare provision.</p> <p>Experience of crisis work with vulnerable people</p> <p>Awareness of PIE framework</p>	SVQ level 3 H&SC or SCQF equivalent (or are willing to work towards)
		Desirable Knowledge
		<p>Experience of working in a similar environment</p> <p>Awareness of issues relating to trauma and challenging behaviour</p>
Values and Competency	Behaviour	Essential Skills and Experience
Respect- Interpersonal Skills	<p>Ability to create an environment which promotes co-operation, trust and open exchange of ideas</p>	<p>Ability to ensure the service is delivered in accordance with corporate policy and Association objectives</p>
	<p>Ability to work cooperatively with others as part of a team demonstrating commitment to group objectives</p>	<p>Skills and ability in effective time management and working to deadlines</p>
	<p>A commitment to championing the rights of those we support</p>	<p>Ability to compile comprehensive reports as required</p> <p>Knowledge of local resources and services</p> <p>Flexibility with regards to working patterns</p>
Integrity- Leadership and Accountability	<p>Understanding and respecting the importance of confidentiality</p>	<p>Ability to travel within agreed geographical area</p>
	<p>Ability to successfully manage own caseload</p> <p>Ability to work towards performance targets to achieve agreed outcomes</p>	<p>Ability to respond at short notice to crisis situations</p>
Compassion- People Focus	<p>Commitment to provide a culture of safety, fairness and inclusiveness.</p>	
	<p>Ability to understand and consider the views, concerns and needs of others when taking action</p>	
	<p>Commitment to providing a culture where the people we support are treated with compassion and unconditional positive regard</p>	

<p>Aspiration- Developing People and Services</p>	<p>Ability to support and mentor colleagues as and when required</p> <p>Invests sustained effort in making a significant impact on service development and improvement</p>	
<p>Reflection- Continuous Improvement</p>	<p>A commitment to our aim of continuous improvement and reflective practice in all areas of our work.</p> <p>Commitment to continuous personal and professional development</p>	