

**Job title: Support Worker**

**Hours : 37hrs per week working on a rotational shift pattern covering days & waking night shifts (Mon – Sun)**

**Salary: £18,278**

**Key Responsibilities:**

* Work with service users to provide a responsive and effective support service
* Respond appropriately to service users’ challenging behaviour and ensure their well being
* Work with service users to keep their accommodation in a good order
* To effectively deal with and resolve any incidents or emergencies that may arise out of hours
* To ensure that service charges are collected and recorded efficiently
* To supervise medication in accordance with Medication Policy

**Supported Housing & Accommodation**

* Support a service user involvement strategy; encouraging participation and providing feedback to service users on service delivery issues
* Contribute to the creation of a culture in which the housing & behavioural support needs of the resident is paramount
* Support the ongoing development of a recovery focused service

**Administration**

* + To collect and record information for monitoring purposes and actively participate in data collection for evaluation purposes within the project
	+ To contribute, as required, to reports on the work of the project
	+ To maintain administration systems effectively

General Responsibilities

1. To work in an anti-discriminatory and empowering way at all times and contribute to the development of CATH’s Equal Opportunities policy and procedure.
2. At all times to work within the remits and codes of practice of the Scottish Social Services Commission, the Care Inspectorate and the organisation’s own policies and procedures
3. To register with the SSSC and keep up to date with registration requirements
4. To receive and participate in support and supervision on a regular basis from the Service Co-ordinator
5. To promote good communication within CATH.
6. To work in a way that promotes personal safety and to be aware of and follow fire procedures and any other health and safety procedures.
7. To ensure good personal time management.
8. To contribute to providing cover for absent colleagues.
9. To make viable recommendations to improve the performance of the post.
10. To be expected to undertake a rotational shift pattern that covers both day and waking nights

To carry out, within reason, any other duties necessary to the smooth running of the project or organisation

**Person Specification**

This describes the ideal person to fill the job and is a profile of the qualifications, knowledge, skills, abilities and personal qualities that will be looked for in the recruitment and selection process.

* Relevant qualification in housing support, social care or appropriate allied discipline (if not obtained at time of application a firm commitment will be required to undertake a course of study to meet the timeline for SSSC registration requirements)
* Ability to build effective professional relationships with service users and work with service users in a non-patronising and respectful way
* Ability to identify potential hazards to service user and worker safety and to take appropriate action to minimise risks whilst providing services required.
* An understanding of homelessness and its effect on people.
* Ability to maintain enthusiasm for a high level of contact with service users on a day to day basis
* A genuine interest in helping vulnerable people to make changes in their lives
* A non-judgemental approach to working with homeless people
* Able to recognise issues around confidentiality, boundaries and disclosure
* Ability to set boundaries, to challenge, and manage conflict constructively
* Demonstrate a range of verbal and written communication skills at various levels, including experience of report writing and working with people
* Computer Literate
* A compassionate and non-judgemental approach to working with people
* Understanding of Equal Opportunities issues and a commitment to work in an anti-discriminatory way at all times: ie support is provided with respect to different life choices and preferences