



Job Description

Job Title:	Resettlement Support Worker
Hours of Work:	160hrs over a 4-week shift pattern including weekends, backshifts and public holidays.
Salary:	AP1 – AP2
Responsible to:	Deputy Manager

Purpose: Working as part of a team to provide care in a safe and secure supported accommodation unit for vulnerable and homeless men in Glasgow.

Key Responsibilities of Post:

1. Support, review, monitor and evaluate practice to achieve a positive person-centred outcome for each service user in line with organisational, statutory and legislative requirements.
2. Ensure all occupancy agreements are appropriate and signed, ensuring all documentation is in line with relevant policies, procedures and practice guidelines, updating as and when required.
3. To ensure that standards of health and safety and fire risk awareness are meticulously reiterated and maintained.
4. To ensure all aspects of security are maintained in all areas by undertaking regular inspections, risk assessments and flat checks (security camera, security lighting, lift, fire escape, etc).
5. To ensure all aspects of the building are safe and well maintained in all public and private areas and actioning/reporting as required. This includes reporting any minor or large repairs.
6. To ensure all white goods/furniture supplied to occupants are safe and in good working order on a regular basis, reporting any malfunction in a timely manner.
7. Provide housing support, advice and other relevant information pertaining to housing support.
8. To work proactively with other statutory and voluntary agencies, to provide opportunities for service users to achieve their full potential.
9. To ensure that all referrals, admissions and discharges are managed in line with local procedures.
10. To adhere to safe systems of work and risk assessments, contributing to review processes/paperwork and update as required.
11. To be responsible for working in partnership with the service user and third parties (e.g. benefit agencies and housing associations) to ensure that occupancy charges, service charges and any other charges are made timeously.
12. To act as a mediator between neighbour disputes
13. To be responsible for your own CPD learning and contributing positively to the development of the business, ensuring appropriate systems are followed and recorded.



General Tasks:

- Receiving and processing referrals/admissions
- Ascertain the occupants housing needs
- Assessing potential client's suitability for inclusion by way of risk assessment
- Conduct Adult and Child risk assessments
- Providing client induction
- Joint authority in all tenant's related issues in agreement with the rest of the staff/management team
- Long term tenancy support/sustainment.
- Community development/engagement.
- Daily welfare checks on occupants.
- Support and assist client in maintenance of flat and appliances
- Test the fire alarm on a weekly basis
- Test the emergency lighting on a weekly basis
- Take responsibility for the care and maintenance of the fabric of the building and garden
- Liaise with service users' family and friends where and when necessary
- Facilitate and participate in staff meetings
- Facilitate and participate in multi-agency meetings
- Support Plan and facilitate reviews for individuals who use our service
- Supervise shopping trips and meal preparation
- Participate in emergency on call duty
- Any other reasonable duties as may be appropriate or as directed by the management team

Expected Qualifications/Experience:

- SVQ 3 or HND qualification in Health & Social Care (Adults) or an equivalent qualification in order to register with the SSSC.
- Registered with SSSC

Preferred Qualifications/Experience:

- First Aid at Work
- Assist training
- Register with SSSC within 6 months of taking up the position

Person Specification:

- Will demonstrate a level of experience in a care/support worker role
- Will demonstrate a good level of compassion and empathy towards vulnerable/homeless people
- Will have an understanding of Housing Support Services (National Care Standards) & SSSC (Codes of Practice)
- Will be awareness of current development and legislation relating to working with vulnerable men and homelessness
- Can demonstrably support and tenancy sustainment skills including developing and inspiring individuals to reach their potential through creative, motivational, positive and healthy living.



Communication:

- Has good communication and interpersonal skills
- Has good verbal and written (telephone/report writing)
- Has good organisational skills
- Has excellent Time Management skills
- Are competent IT skills (Apple Mac/Outlook/Microsoft Word)
- Has the ability to be pro-active and to work on own initiative as well as multi-task as part of a team
- Has the ability to develop new initiatives
- Has the ability to prioritise work and meet deadlines
- Displays a respect for confidentiality, whilst handle sensitive information relating to service users on a daily basis.
- Has the ability to work in an ever changing and flexible environment (shift change/cover/on call)

Autonomy/Decision Making:

- Deal with day to day issues; more complex problems referred to a manager.
- To be reactive and proactive.
- Serious breaches of occupancy or Health & Safety, anything which could result in harm or loss referred to a manager.
- Expected to solve problems on the basis that the issue has been experienced before by the post-holder; new problems are referred to a manager.

Analytical Thinking and Problem Solving:

- Skills required to solve problems: making Judgements, assessing situations, being creative.
- Produce solutions and plans.
- Basic analysis to complex service user issues.
- Developing solutions, plans, policies and strategies:
- Produce person centred support plans, review, evaluative
- Promoting and developing positive working partnerships.
- Crisis intervention internal/external
- Benefit Issues; Housing Benefit (Community Care Grant Applications/Scottish Welfare Fund) have an understanding of alcohol/drug addictions, Finances, relationships, sexual health, form filling, literacy/numeracy support.

Physical and Emotional Demands:

Examples of physical work:

- Cleaning rooms/toilets, moving furniture, carrying food donations, gardening, service user activities.
- Possibility of assisting with aspects of emergency personal care.
- Physical demands regarding de-escalating of crises and assisting service users to maintain standards within own room/flat.



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Examples of emotional demands:

- Dealing with challenging behaviour from service users/visitors, dealing with drug and/or alcohol addictions (accidental overdose), managing suicide risk/self-harm/ Diverse Mental Health Issues, unpredictable, emotional, angry, chaotic, aggressive, bereavement and loss, death of a service user, criminality, emotional trauma, and personal threats/attack.
- Exploitative behaviour; Lone working; Dealing with unpredictable/time bound workloads; dealing with time bound arrival and departure documents in relation to service users; dealing with and bringing up to standard a vacant room/flat.

Receiving verbal abuse from angry/upset service users/visitors dealing with aggressive/unpredictable substance abusers/self-harm mental he