

Job Description

Job Title: **Housing Support Worker**

Responsible To: **Team Leader**

***Sacro's Vision:** Scotland will be a place of safety, inclusiveness, and wellbeing for everyone.*

***Sacro's Mission:** To deliver life changing services that empower people, give hope and protection, and help to build safe communities.*

To help to fulfil Sacro's mission by:

Ensuring that Sacro employees are supported and developed to their potential and that the charity runs effectively and efficiently. Ensuring that Sacro operates to the highest standards of professionalism and that employees are equipped to do their jobs.

Overall Purpose of the Role:

To assist in the development and provision of the day to day services of Sacro's Your Home Housing Support Service with responsibility to:

- Reduce and alleviate homelessness and to help people to obtain and sustain tenancies
- Proactively identify people at risk of future homelessness at the earliest possible stage
- Prevent escalation of issues which can lead to homelessness
- Liaise closely with partner and external agencies
- Raise awareness of and address community/ family/ conflict situations that could lead to homelessness
- carry a caseload in relation to the service requirement
- to provide support to individuals with complex needs within a residential Rapid Access Accommodation service

Duties and Responsibilities:

- To carry out the day to day functions and participate in the day to day decision making of the 'Your Home' Housing Support Service, as directed by the Team Leader.
- To establish and maintain appropriate referral and information systems.
- To proactively manage a flexible caseload of clients
- To facilitate mediation between clients in dispute, in accordance with agreed procedures.

- To ensure the provision of a high quality and consistent level of service through, for example, appropriate processing of referrals, provision of written documents and provision of appropriate support and assistance to clients.
- To maintain appropriate and accurate records of clients as required.
- To monitor and review progress and report to the Team Leader.
- To prepare reports and other written materials as requested by the Team Leader.
- To establish appropriate professional links with all local related agencies and to liaise with other organisations, as required.
- To participate in the development and delivery of workshops/educational programmes with a view to reducing homelessness.
- To establish, maintain and update such material as may assist in the operation of the project, as appropriate.
- To participate in the recruitment, training, and support of project volunteers and to oversee the work of volunteers / student placements and others as required and directed by the Team Leader.
- To participate in the ongoing development of the project in conjunction with the Team Leader.
- To participate appropriately in training events and other such professional activities, as may be required.
- To carry out all duties in accordance with Sacro policies and procedures.

Other

Sacro is committed to creating a culture in which diversity and equality of opportunity are promoted actively and in which unlawful discrimination is not tolerated. Sacro recognises the organisational benefits of having a diverse community of staff and to this end, is working towards building and maintaining an environment which values diversity. It is the individual responsibility of every member of staff to maintain an environment which values diversity.

All employees are required to adhere to Sacro's Health and Safety policy and to implement this in their working environment and practices.

Teamwork is a vital aspect of Sacro's work and post holders are also expected to take an active part in meetings, as required and, where possible, to cover for colleagues.

Appointment and continuing employment will be subject to the granting and maintaining of a satisfactory PVG membership and suitable references. Staff are required to ensure immediate notification to their line manager of any criminal charges or convictions.

All staff are required to ensure that their practice complies with the requirements of Data Protection.

Outline of Main Terms and Conditions of Service

Salary:	SCP 19 – 22, currently £21,023- £22,732 per annum
Leave Entitlement:	31 days annual leave plus 6 fixed public days.
Hours of Work:	37.5 hours per week. Some evening/ weekend work may be required.
Condition:	Membership of the Protecting Vulnerable Groups (PVG) scheme is a requirement for the post. A valid driving licence and access to car is preferred.
Pension:	Sacro employees are automatically entered into the Sacro Group Personal Pension Scheme or membership of current scheme continues.
Work Base:	Edinburgh
Notice:	4 weeks, in writing
Benefits:	<ul style="list-style-type: none"> • Policies and family friendly. • Generous annual leave entitlement. • Employee wellbeing scheme. • Pension scheme and death in service. • Learning and development, progression and qualifications. • Opportunity for growth and development. • Enhanced company sick pay. • Cycle to work scheme. • Flexible and hybrid working. • Work-life balance

Person Specification

Criteria	Essential	Desirable
Qualifications		
Education to Higher level (equivalent to Scottish Credit and Qualifications Framework (SCQF) Level 6)	X	
SVQ Level 2 / or willing to work towards		X
Experience		
Experience of working with a client group with complex needs	X	
Experience of working: with people who have offended or in a health or social care environment would be preferred.		X
Experience of providing support within a residential setting		X
Experience of working in drug or alcohol field		X
Experience of delivering / taking part in groupwork		X
Experience of developing and delivering group sessions/workshops		X
Direct experience of providing mediation / homelessness support /mentoring/befriending or similar support	X	
Skills and knowledge		
Understanding of social inclusion	X	
Direct experience of working with people in a supporting role	X	
An understanding of housing options and tenancy issues	X	
Knowledge of range of community services (benefit and debt advice, housing, physical/mental health, drugs, alcohol, education/employment, etc.)	X	
Knowledge of health and safety issues		X
Knowledge of community justice system		X
Knowledge of drugs and their effects		X
Good communication skills (verbal and written)	X	
Good interpersonal skills (ability to develop and maintain positive relationships)	X	
Relevant IT skills e.g. Microsoft Word, Microsoft Outlook, Case Management Systems	X	
Ability to use initiative while operating within agreed level of authority	X	
Ability to work as a member of a team and as a lone worker	X	
Ability to proactively support service users to identify and meet their needs	X	
Other		
Full driving licence and access to a car satisfying the appropriate insurance requirements		X
Attitude and Behaviours		
An understanding of the complex support needs of service users	X	
A commitment to working within the ethos, values and principles of Sacro	X	