

POST TITLE	HOUSEHOLD SUPPORT WORKER
DIRECTORATE	PLACE
SERVICE	HOUSING AND HOMELESSNESS
RESPONSIBLE TO	TEAM LEADER – HOUSEHOLD SUPPORT
NUMBER OF POST HOLDERS	52
ACTING UP/ SECONDMENT	N/A

PURPOSE OF JOB

To work with individuals, families, communities and partners to promote a restorative approach to problem solving. To work systemically with individuals, families and communities to promote positive change. To promote the safeguarding and wellbeing of Children, Families, Individuals and Communities.

To take a lead role in the recruitment and management of volunteers.

Contribute to the development of the Household Support and Advice Service.

To provide a person-centred, outcome focused, support to all age groups.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- To offer supervision, advice and guidance to volunteers working with individual and families within the four localities.
- Develop and promote partnership working within localities, including education, health, housing, police and third sector groups.
- Participate in and support multi agency arrangements as required to deliver the aims and objectives of the Council.
- To maintain high quality and up to date recording for all clients, in line with Departmental policies procedures and governance arrangements.
- To support individuals and families to access learning and employment opportunities.
- To provide a mediation service to individuals, families and communities.
- Manage conflicting priorities ensuring decisions made are in the interests of the individuals and families.
- To undertake assessments in complex case work to ensure families and individuals have appropriate skills and abilities to help maintain their day to day lives, while considering the individuals needs and risks associated.
- To take a holistic approach to seek the most appropriate resolution for individuals, families and communities, including enforcement action as appropriate.
- To contribute to the development of the service with a focus on promoting systemic approaches and restorative practice.
- To prepare reports for and to contribute to case conferences, case discussions, Looked After Child Reviews, Children's Hearing, court proceedings and other meetings as appropriate or as agreed with the Team Leader/Manager.
- To work with the council's solicitors when preparing case for court action and attending court to give evidence should this be required.
- To prepare detailed reports as appropriate on project work undertaken.
- To coordinate, lead and facilitate group work programmes.
- Assist and support individuals and families to access, sustain and maintain their home. Access temporary / emergency accommodation in partnership with relevant stakeholders.

- Provide advice and support to clients to help them manage day to day living, for example improving budgeting skills to reduce debt (including rent arrears) or to assist with establishing gate keeping skills/coping strategies to reduce incidence of anti-social behaviour.
- Carry out a person-centred assessment of clients housing support needs and complete all required paperwork and associated procedures.
- complete grants applications and source furnishings
- To work within the Getting It Right for Everyone framework.
- Support clients to attend court, tribunals, appeals, claims and other appointments/meetings that have an impact on client's tenancy & overall wellbeing.
- Identify and offer support to victims and witnesses and vulnerable clients; assist them to monitor specific incidents and where appropriate attend court, including acting as a witness on their behalf.
- Provide Mediation and Restorative Justice Service(s), making further referrals where suitable cases are identified.
- As required, attend emergency call-outs and participate in local initiatives and proactive initiatives to address criminal and antisocial behaviour.
- To contribute to a variety of assessments, including Assessments of Need and Risk and Through Care and After Care.

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

- The post holder will work independently and will be required to use her/his own initiative.
- The post holder is required to have an understanding of the needs of service users and tailor support in a creative and flexible way to meet the needs of individuals, families and communities.
- To keep abreast of existing and new legislation, research and guidance from a variety of sources and understand its impact on individuals, groups and communities.
- The post holder will need to be politically aware of the wider operations of Household Support and Advice Services, Housing and Homelessness and the Council.
- Build strong and effective relationships with clients by working in an open, non-judgemental manner.
- Be sensitive and responsive to client's needs and outcomes and concerns; inspiring confidence in the service provided whilst ensuring best practice.
- An ability and flexibility to use different approaches and styles when working with individuals, families and communities.
- Apply learning from local and national initiatives and enquiries, including relevant actions generated from significant case reviews and large scale investigations.
- Develop and maintain positive relationships with a wide variety of partners, and represent and negotiate effectively on behalf of Household Support and Advice Services
- The post hold plays a major part in assessing the strengths and capacities of individuals and families and best solution to difficulties. They will be influential as the front-line practitioner in on-going reviews and decision making about best practice.
- The post holder will be responsible for developing new and innovative interventions.
- Day-to-day practice with individuals and families will require decision making about risk. Whilst there will normally be opportunity to consult with colleagues, the post holder may, on occasion be required to make decisions in isolation about child and adult protection concerns.
- The post holder will be required to make autonomous sound decisions that comply with legislative requirements and that support best practice.
- To also work in partnership with Localities, including education, health, housing, police and third sector groups.
- Take responsibility to raise and refer under adult and child protection measures.
- A recognised HNC Qualification in Social Care, Health, Community Education, Housing or other relevant subject, or SVQ Level 3 plus substantial experience, or substantial experience and willing to work towards SVQ Level 3.
- Responsible for ensuring your own registration with SSSC and PVG scheme.
- Responsibility to attend and contribute to case conferences and prepare appropriate written reports.

- Continually review client's support and after discussion with line manager and client, decide as to when best to end the service. Ensure when appropriate, client has been referred onto other appropriate agencies in line with their support needs.
- Build strong and effective relationships with clients by working in an open, non-judgemental manner. Be sensitive and responsive to client's needs and concerns; inspiring confidence in the service provided whilst ensuring the best possible outcomes for clients.
- Initiate action and take ownership and responsibility for situations where you are the initial point of contact.
- Frequent contact with social and private landlords with specific responsibilities under antisocial behaviour legislation, in order to ensure appropriate outcomes to antisocial behaviour issues.
- The post holder operates within a crisis service which can result in the worker having to make decisions and use their own initiative. The post holder has a duty to report such decisions to their line manager.
- Take responsibility to ensure statutory case management occurs where necessary.

ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)

- The post holder needs to be flexible and responsibly as this is a needs led service and will be required to respond to crisis situations therefore having the ability to prioritise tasks.
- Some posts will provide an evening and weekend service reporting out of hours to line manager.
- Required to visit individuals and families in their homes on a regular basis. Potential exposure to challenging environments and behaviours.
- Required to carry out dynamic risk assessments and make appropriate decisions for own and others safety.
- Normal physical activity should be exercised in the prolonged use of ICT equipment in accordance with the Council's Policy and Guidelines.
- Additionally frequent home visits in dealing with potentially volatile emotions will necessitate and the post holder to operate within the council's lone working policy and risk assessment guidelines.
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- The post holder will be required to spend 80 % of their working hours visiting individuals and families in their own homes and/or supporting them with agency visits, school and professional meetings.
- This post is considered Regulated Work with Vulnerable Children and/or Protected Adults, under the Protection of Vulnerable Groups (Scotland) Act 2007 and will require frequent contact with vulnerable groups and exposure to wide range of emotions including anger and sadness.

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

The post holder will have no line management responsibility but will support supervision for a team of up to eight volunteers, including recruitment, induction, matching and allocation of work and on-going training. These volunteers work in the homes of families across the locality.

RESOURCES

The post will be responsible for a range of office equipment and will update and maintain data. This includes the handling of confidential information, financial information and personal data.

The post holder is responsible for ensuring that any equipment issued to them in order to fulfil their role is maintained and returned, for example ICT equipment, mobile phones.

HEALTH AND SAFETY

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions.
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and

- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).