

## Job Description

# Senior Key Worker - Cyrenians Communities

### This is a new position

For almost 50 years, Cyrenians (a Scottish Charitable Incorporated Organisation (SCIO), registered charity number SC011052) has served those on the edge; working with the homeless and vulnerable to transform their lives.

Our Vision is an inclusive society in which we all have the opportunities to live valued and fulfilled lives. We work to make that vision a reality through our Mission to support people excluded from family, home, work or community on their life journey.

We aim to offer consistently excellent service across all locations and in all our activities. Our way of working is built on our four core values:

**Compassion:** We believe that everyone should have the chance to change, no matter how long that might take.

**Respect:** We believe in tolerance, acceptance, valuing diversity and treating each other as equals.

**Integrity:** We are committed to the highest quality of work, grounded in honesty, generosity, sincerity and professionalism.

**Innovation:** We are willing to take risks, challenge convention and be very creative in our search for new ways of working, in particular by taking account of the environmental impact of our decisions.

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## 1 General

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Cyrenians has operated two residential communities, which provide accommodation and support to vulnerable people, for a number of years (Cyrenians Farm and City Community).

A new third community house, where this post will be based, also offers support and accommodation to people recovering from a period of poor mental health. The purpose of the Communities is to provide a safe and stable environment for people to live, learn and develop together. Our unique approach to supported accommodation helps people to develop their skills through ongoing support and opportunities for personal development, with the key outcomes being;

- To significantly increase the ability of people to live more independently in the future including reducing and where possible, ending dependency on housing support
- To increase the contribution people want to and can make to wider society through volunteering and, if possible formal work experience and training

- To improve the ability of people to access community resources and networks such as libraries, GPs, social activities etc.

This role involves line management of a small team of Key Worker and Assistant Key Workers. The role will also include covering key work support for residents when required, delivering group work where appropriate, and liaising with other support agencies. Alongside these, you will work to ensure that Cyrenians Community model is adhered to and developed; and that the quality of service remains high. You will also be responsible for overseeing the daily running of the household, including staff rotas, maintenance and household finance.

Post holders will be required to work evenings and weekends, and take part in a sleep over and on call rota.

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## **2 Tasks and Responsibilities**

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### **Support people in the communities**

- Provide support in line with the Cyrenians Key Worker Practice Model
- Complete assessments for people referred to the Communities
- Provide induction into the Communities
- Provide regular support sessions, to assess progress against planned milestones and goals, demonstrating distance travelled
- Review and end cases according to model.

### **Provide line management support**

- Provide direct line management to the staff team
- Ensure that all staff are well supported, have clear objectives and opportunities for learning and development
- Ensure that Performance Management systems are well implemented
- Promote the engagement of volunteers and students where appropriate
- Participate in recruitment, ensuring compliance with organisational policies

### **Use a facilitative approach to support the life of the community including organisation of activities, household routine, and conflict management.**

- Facilitate community meetings to plan community events/activity and to handle conflict constructively
- Participate in training and practice development around use of the key worker model; and facilitate workshops for community members
- Support the community to ensure a smooth running household routine; including cleaning and cooking.

## **Champion the theory associated with the Cyrenians Community model**

- Work with the Volunteer Development & Recruitment Worker to ensure volunteers are welcomed and supported where appropriate.
- Work with the Operations and Senior Service Manager to assess and minimise the risks to support, and maintain people in the service.
- Support the development of additional activities and therapeutic interventions, as funding and resource opportunities arise
- Link with Cyrenians Enterprises to ensure residents have opportunities for volunteering, training and/or work experience
- Ensure full involvement by all community members in planning and developing the service

## **Support excellence and continuous improvement**

- Provide support and deputise for Managers in Care Inspectorate inspections
- Support the managers in meeting and wherever possible, exceeding contract and funding compliance
- Work to all service policies and procedures, assisting in the development of best practice
- Participate in the development of new activities
- Provide cover when required at the Farm Community (West Lothian) or City Community (Edinburgh)

## **Participate in planning, monitoring and evaluating the service**

- Support the Service Manager and Operations Manager to ensure service planning takes place efficiently and effectively, including setting and delivering against individual objectives
- Regularly monitor and report on activity in line with the charity's systems
- Participate in learning and training associated with planning, monitoring and evaluation

## **Support the marketing of the service to ensure all places in the Communities are fully utilised by vulnerable people**

- Contribute to the service marketing strategy, to ensure places are taken up by as many people as possible
- Assist with the promotion of the service through engagement with other agencies, attendance at networking meetings etc
- Deputise for the Manager at networking meetings when appropriate
- Keep up to date with changes and developments in the field as agreed with the Manager

## On-Call support

- The staff team are required to provide on-call support out of hours and over the weekends
- This is done on a rota system which staff cover approx. 1 week in 4 (with some flexibility to ensure holidays and absence are covered)
- This involves providing telephone support if difficult situations arise which require staff input in decision making
- With a requirement to attend where needed
- On-Call Support is remunerated separately

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## 3 Person Specification

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<b>Knowledge and Experience</b>	
Excellent interpersonal skills	Essential
At least 2 years of experience working with people with experience of mental health problems and or homelessness in one to one and group settings	Essential
Group work skills including facilitation, team building and personal development activities	Essential
Enable people to move into learning and training, whatever their presenting issues	Essential
Experience of managing staff or volunteers	Essential
Following policies and procedures to implement best practice	Essential
Use of organisational systems to monitor progress and demonstrate impact	Essential
Assess, manage and take calculated risks with people	Essential
Commitment to quality assurance and high standards in service delivery	Essential
Excellent IT skills	Essential
Excellent organisational skills	Essential
Liaising with referring organisations and other professional networks	Essential
Marketing and managing knowledge in a small team	Desirable
<b>Qualifications and training</b>	
SVQ or equivalent to level 3 or above, plus relevant management credits	Essential
Counselling, facilitation, mediation or coaching qualification	Desirable
<b>Values and attributes</b>	
Passionate about enabling people to overcome problems and reach their potential	Essential
Calm, strong and positive in dealing with difficult situations including crisis and conflict	Essential
Motivate people to be active, positive and constructive	Essential

Energy, drive and enthusiasm to ensure the service and all those involved in it thrive	Essential
Committed to supporting the Manager to develop the Communities	Essential
A positive, pragmatic team member	Essential
Committed to people learning and training	Essential
Committed to working within the Cyrenians Key Worker Practice Model and undertaking additional related training	Essential
Committed to service excellence and continuous improvement	Essential
Good written communication skills	Desirable
A facilitative approach to handling situations	Desirable

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## 4 Terms & Conditions

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<u>Employer:</u>	Cyrenians
<u>Accountability:</u>	Cyrenians Board of Trustees (via the Chief Executive of Cyrenians)
<u>Line Manager:</u>	Operations Manager
<u>Liaison with:</u>	Communities Team
<u>Workplace:</u>	Edinburgh
<u>Working Hours:</u>	37 hours per week, with evenings and weekends required and overnight stays
<u>Annual Leave</u>	25 days plus 10 public holidays
<u>Salary:</u>	SCP25-28: £23,967 - £26,330 per annum. Starting salary will be SCP25.
<u>Pension:</u>	Auto-enrolment into Qualifying Workplace Pension Scheme (QWPS) which is a Group Stakeholder Pension Scheme – current contributions being 3% employee and 2% employer. Option of enhanced Employer contributions to the same QWPS of 6% initially, rising to 9% after 2 years and 12% after 5 years (subject to employee contributions of 6%)
<u>Funding:</u>	Permanent
<u>Disclosure:</u>	PVG scheme membership is required, SSSC registration required within 6 months of starting post.

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## 5 Application deadline and Interview dates

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<u>Closing date:</u>	28 <sup>th</sup> May 2018
<u>Interview date:</u>	4 <sup>th</sup> June 2018
<u>Stage 2 date:</u>	TBC

Please refer to the Recruitment Information leaflet for further information on completing and submitting your application form.