**Job Description and Person Specification**

**RELIEF HOUSING SUPPORT WORKER**

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| **Remit** |
| To perform a flexible role in accordance with the contemporary strategy of Trust in Fife (to be referred to as ‘the organisation’) and to provide a housing support service within a homeless hostel.  The role of the Relief Housing Support Worker is to provide housing support to homeless clients residing in one of the organisation’s accommodation units. The Relief Housing Support Worker remit is to work in line with housing and homelessness legislation, the Scottish Social Service Council’s code of practice and the Care Inspectorates housing support framework.  The Relief Housing Support Worker is key to this core service, in that they provide the day-to-day operational requirements to enable the hostel to function, as well as the support and guidance required for clients to sustain their accommodation and progress to more independent living.  The role includes shift work as part of a rota system. |

*The Relief Housing Support Worker must carry out their duties with full regard to Trust in Fife’s Equal Opportunities Policy.*

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| **Personal Qualities**  The organisation is looking for an individual who can carry out all tasks with a high level of professionalism and will exercise reasonable care, skill, and diligence in all aspects of their work, with the expectation that the individual will always act in the best interests of the organisation.  The individual should be flexible and able to adapt to changes related to service requirements, use personal autonomy whilst still working as part of a team, be honest and trustworthy, show empathy, and have excellent communication skills.  It is imperative that the individual works in a non-judgmental and sensitive way, understanding and promoting the needs of the client, regardless of gender, race, ethnicity, religion, disability, sexual orientation, and lifestyle. |

**Job Description**

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| **Main Duties**  To provide cover for contracted Housing Support Workers during times of absence and to cover for any vacant positions.  Housing Management and Health & Safety:   * Manage and report maintenance, repairs, and refurbishment requirements. * Monitor safety and security of the building and residents. * Conduct health and safety checks and fire drills, following related guidelines. * Carry out daily cleaning duties and monitor client daily tasks. * Manage incidents, accidents, issues, and the concerning behaviour intervention process.   Housing Support:   * Carry out planned and ad-hoc weekly support, focusing on independent living skills that enhance and prepare clients for sustainment in permanent housing. * Update the clients Risk Management Plan as required. * Ad-hoc support, including emotional support. * Carry out group workshops and activities to enhance housing skills and social inclusion.   Administration:   * Carry out occupancy check-in with clients, including all related paperwork and building orientation. * Referral to external agencies for additional support needs such as suitable accommodation, medical need, mental health, addiction, social inclusion. * Log all interactions with clients using the organisation’s case management systems. * Carry out occupancy check-out, including all related paperwork and preparing the room for a new client.   Relief Housing Support Workers must comply with the SSSC Codes of Conduct and registration and abide by GDPR and the organisation’s policies and procedures. |

**Confidentiality**

It is expected that all employees will understand that the work of the organisation can be highly confidential and personal details regarding clients and staff should not be divulged under any circumstances. A breach of confidentiality is likely to result in disciplinary action being taken.

### **Person Specification – Relief Housing Support Worker**

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| **Attribute** | **Essential** | **Desirable** |
| **Education** | Applying for and maintaining registration at the appropriate time and as specified by the SSSC. | SVQ II or III Health & Social Care  Current registration and compliance with the Scottish Social Services Council’s Code of Conduct (SSSC) |
| **Experience** | Experience of working in a similar support/Housing setting | Provision of independent living/housing support |
| **Knowledge** | Understanding of the Health & Social Care Codes of Practice | An understanding of housing/homelessness and the effects on vulnerable people |
| **Skills** | Ability to adapt quickly within a varied role.  Ability to work as part of a team.  Ability to work within a lone working environment.  Good communications skills, both verbal and written  Good organisational skills  Ability to work within professional boundaries |  |
| **Attitude** | A commitment to the policies and procedures in place within the organisation  Commitment to the aims of the organisation |  |
| **Personal Circumstances** | Appropriate PVG return | Full driving licence |