



Dear Applicant

Re: Project Worker

Thank you for your interest in the above post.

In this pack you will find:

- Job description and person specification
- A summary sheet of The Rock Trust conditions of service
- Application form
- Competency Framework and Objectives Framework

The closing date for applications is Monday 15th February 2010 at 5pm with interviews being held the week beginning 22nd February 2010.

Thank you once again for your interest and I look forward to receiving your application.

Yours sincerely,

Tom Byrom
Business and Resource Manager

PROJECT WORKER SUPPORTED ACCOMMODATION TEAM JOB DESCRIPTION

ACCOUNTABILITY

The Project Worker is accountable to the Operational Manager – Housing Support.

AIM OF THE JOB

To ensure the delivery of high quality support services as dictated by the Trust's policies.

To contribute to the overall formation of policies and procedures governing the development and application of professional practices.

To contribute to the general development of The Rock Trust as a whole.

ROLE OF THE PROJECT WORKER

The role of the Project Worker is considered to be central to the operation of the Trust as a whole. The primary tasks allocated to this post are related to service delivery. There is a shared responsibility for promoting co-operation and efficiency throughout the organisation.

JOB CONTENT AND RESPONSIBILITIES

SERVICE DELIVERY

To participate fully in strategic planning and delivery of day-to-day services.

To be responsible for the direct provision of practical, personal/emotional, social and intellectual support to service users and to act as the key worker for an allocated case-load.

To assess service users' skills and abilities and to work in a client centred way to produce care plans, based on need (these being regularly reviewed).

In conjunction with service users, to plan and progress suitable move on accommodation options.

To uphold project standards and ensure the appropriate servicing of users tenancy agreements.

Assisting service users to set up and maintain their tenancies (including help with decoration, furnishing, cleaning etc).

To participate in the "on call" rota in accordance with agreed guidelines.

To advocate, where appropriate, on behalf of the service users in dealings with all relevant external agencies.

To work with service users to help identify and co-ordinate relevant external support provision.

To participate in the referral, selection and placement process to ensure that all available places are filled appropriately and promptly.

To contribute to achieving the agreed standards of service and targets reflecting the aims and objectives of the Trust, service level agreements or guidelines provided by statutory and regulatory authorities.

To ensure a thorough awareness, application and adherence of organisational policy and to contribute to the adoption and promotion of good practice, these being reviewed on a regular basis.

Other duties as directed from time to time by the Operational Manager – Housing Support or the Chief Executive.

STAFF SUPPORT

To line manage and provide formal and informal support to the volunteer Supportive Flatmates. This will include individual supervision sessions (minimum monthly) and participation in annual appraisals.

To receive and participate in regular support and supervision sessions with the Operational Manager – Housing Support. This will include involvement in an annual appraisal.

To participate in all appropriate team and staff meetings to ensure adequate levels of information are exchanged and appropriate issues discussed.

To support, encourage and assist other team members in achieving the objectives of the Trust and the provision and development of supported accommodation services.

RESOURCE MANAGEMENT

To be aware of the composition of the annual budget for care services and in conjunction with the Operational Manager – Housing Support, provide a cost-efficient service within parameters agreed by the Chief Executive.

To ensure a safe environment within the Trust's residential properties.

To ensure that all necessary unit repairs, and tasks involved in attaining health and safety requirements, are dealt with as quickly and efficiently as possible.

To assist in the continuing development of the project as directed by the Operational Manager – Housing Support. This will involve identifying, acquiring and setting up new properties on the Bedrock house models.

To provide effectively managed floating support that meets the needs of the service users.

SERVICE DEVELOPMENT

To participate in the gathering and processing of relevant statistical information to evaluate the effectiveness of the service and the demands being made of it.

To participate fully in regular reviews of the services provided and suggest actions that will enhance existing services or may lead to the development of new initiatives.

To contribute to the preparation of reports and written information as required by the Board or Advisory Groups as agreed with the Chief Executive.

To assist in the development and operation of an outreach support model for service users moving on to their own tenancy.

PRACTICE & POLICY DEVELOPMENT

To respond to opportunities for the critical appraisal of care practices and services, taking account of internal and external experience and research, suggesting amendments to appropriate policies and promoting learning within the organisation.

To participate in the review of organisational policies and practices on a planned and regular basis.

COMMUNICATION

To develop and sustain links with individuals, groups, agencies and professional bodies in the statutory and voluntary sectors and to actively promote the Trust's services.

To contribute and assist in the preparation of material for the range of publicity material produced by the Trust as required.

To participate in promoting the Trust to the public to create enhanced awareness and informed opinions as agreed with the Chief Executive.

PROFESSIONAL & PERSONAL DEVELOPMENT

The Project Worker is expected to maintain an up to date knowledge of all relevant legislation, policies and good practice within the field of youth homelessness and Community Care.

It is the Trust's desire to encourage and enable the personal development of members of staff and to that end will support staff in line with the requirements of the job and the responsibilities of the Trust.

GENERAL TERMS OF REFERENCE

To respect the Christian basis of the Rock Trust whilst also respecting the values and beliefs of others.

PERSON SPECIFICATION PROJECT WORKER

REQUIREMENTS

ESSENTIAL/ DESIRABLE

1. QUALIFICATIONS/EDUCATION/KNOWLEDGE

Appropriate qualification
Knowledge of Basic Welfare Rights, Life-skills, Homelessness

Essential/Desirable
Essential

2. MANAGEMENT

Managing volunteers
Resource planning and management

Desirable
Desirable

3. EXPERIENCE

Direct work with young socially excluded people
Advocacy work on behalf of young people
Performing Keyworking and case management duties
Needs led assessment and careplan formulation
Assisting with benefit claims (inc HB) and appeals
Working with volunteers
Risk Assessment

Essential
Essential
Essential
Essential
Essential/Desirable
Desirable
Desirable

4. ABILITIES - BOTH APTITUDES AND SKILLS

Good Communicator - verbal and written
Ability to work on own, and to use initiative
Ability to work as part of a small team
Ability/willingness to learn new skills
Professional in attitude, behaviour and practice
Ability to enable personal growth in young people
Ability to teach practical and domestic skills to young people
Problem assessment and problem solving skills

Essential
Essential
Essential
Essential
Essential
Essential
Essential
Desirable

5. PERSONAL QUALITIES - CHARACTERISTICS, STYLE, INTERESTS, AND ATTITUDES

Enthusiasm
Able to interact positively with colleagues, volunteers, young people
Flexibility and adaptability
Willingness to prioritise the needs of young people
Non-judgemental in attitude
Patience and tolerance

Essential
Essential
Essential
Essential
Essential
Desirable

6. CIRCUMSTANCES

Willingness and ability to work unsocial hours
Ability to work with stressful situations
Full, clean driving licence
Use of car

Essential
Essential
Essential
Desirable

7. GENERAL

Willingness to work within an organisation founded on Christian principles
(A personal commitment to the Christian faith is not a requirement)

Essential

The Rock Trust Supported Accommodation Service

Introduction

This short paper outlines the working structures and support model of the developing supported accommodation service for young homeless people based in Edinburgh, staffed and managed by The Rock Trust.

The service is designed for general needs young people who, in addition to being homeless, have support needs often of a complex nature.

The service is funded by the City of Edinburgh Council and rental income.

The Service in Context

The Rock Trust has been providing a range of support and accommodation services to young homeless people since the early 1990`s.

The support service is holistic in approach and offers accommodation and Housing Support in a range of different settings to best meet the needs of its clients. In essence the service can be broken down into four constituent parts:

- Group houses - Shared houses offering spaces for up to 2 or 3 young people. This accommodation is shared with a volunteer "Supportive Flatmate".
- Single bedroom tenancies
- Parent and baby tenancies
- Outreach tenancy support service

The first three parts of the service constitute the "Bedrock" project. Fixed properties owned and managed by the Rock Trust are used in tandem with support, to help assist young people with their move towards independent living. The fourth part of the service, "Mainstay", is a floating tenancy support service. Its purpose is to provide support to young people in temporary and permanent council tenancies. The support offered is concentrated on managing the transition to independence and sustaining the tenancy thereafter.

The overall aim of the service is to:

provide a safe home environment and structured support which will offer an opportunity for young vulnerable people to develop the personal, social and practical skills as well as the sense of self worth necessary for independent adult life

Client Group

The service is targeted at young homeless people (16-25) who have a range of complex needs and/or challenging behaviour who have either:

- been assessed as homeless by the local authority.
- failed to sustain themselves in other accommodation services.
- been previously looked after by the council and require continuing high levels of support to help them progress to independent living.

Support Offered

Support to residents is provided from three sources, all from within the project team.

- Project Worker staff who are responsible for the case management of the young people. In partnership with the service users and other providers they are responsible for the overall preparation, co-ordination and delivery of the support

service. Project Workers provide flexible cover, including evening and occasional weekend work.

- Supportive Flatmates who are volunteers employed by the Trust and who “live in” with the young people staying in the group houses. Their role is to provide a mature and responsible presence in the houses and to be on hand to provide informal support on a non-professional basis.

Service users are responsible for managing their own finances and for their own cooking.

Referral Process

Referrals to the Bedrock project can be made directly by a young person, or on their behalf by an appropriate worker (from Social Work, Through Care After Care Team Housing, other relevant agencies).

Tenure

Bedrock residents living in group houses are offered Occupancy Agreements, whilst those in the single tenancies are offered Short Assured Tenancies. All Mainstay referrals have a Scottish Secure Tenancy (or Short Scottish Secure) or Temporary Tenancy Agreement with the council or other landlord.

Length of Stay

The needs of this client group require that there is flexibility with regard to the length of stay in the project. However an average length of stay in a Bedrock property is approximately 6 to 9 months.

The support offered through the Mainstay service is regularly reviewed with the aim of reducing it over time to such a point where it can be removed entirely.

Accommodation

The furnished premises for the Bedrock project are provided by The Rock Trust, which is responsible for the replacement of furnishings and general decoration. Project staff are responsible for the upkeep of the units, conducting on-going risk assessments and reporting and arranging any necessary repair work.

Those service users supported through Mainstay will be supported throughout the tenancy set up process and will be assisted in identifying grants, furniture donators, reporting of repairs etc.

Salary

The salary range applying to this post is £20,000 to £25,000.

The hours are 36¼ per week.

Designated Place of Employment

This post will be based at our Edinburgh office, although much of the workers time will be spent off site.

Trial Period

The post will be offered on the basis of a trial period of six months, on the successful completion of which a contract will be offered for the remainder of the period.

Working Hours & On-call

The nature of the position requires flexibility with regard to the working hours.

- The Trust operates a flexitime system. Workers can be expected to work up until 9pm and provide cover at weekends. The only core time specified for this post is Wednesday 8.45am to 11am (team meeting)
- A system of out of hours on call is in place. The responsibility for this is shared throughout the staff team and an additional allowance is paid for this (£1,428pa) when a Project Worker participates on it. It is a contractual obligation that the successful candidate makes themselves available for this duty, when required by the services management.

Other Considerations and Restrictions

The post will involve travel between properties, including during evenings and at weekends. The Trust has a policy of part funding monthly bus passes for all Project Workers.

The Rock Trust offices and other properties are not adapted for wheelchair use at the present time.

Closing Date

The closing date for applications is Monday 15th February 2010 at 5pm.

Interviews

Interviews are likely to take place in the week beginning Monday 22nd January 2010.

Benefits

- **Annual Leave** – 25 Days per annum pro rata, 5 fixed public holidays and 5 floating public holidays.

General Terms of Reference

The Rock Trust is an ecumenical Christian organisation established by the Churches. However, it is not a requirement that staff are Christians; indeed, most are not.

The essential requirement of staff is that they have the skills, experience and commitment to contribute to the Trust's work with young people. Staff are, however, required to respect the Christian basis of the Rock Trust whilst also respecting the values and beliefs of others.

The Rock Trust
January 2010



CONFIDENTIAL APPLICATION FORM

Please complete this form as clearly as possible and return it to the address shown below.
Do not attach CVs or other papers – use this form only.
(Please complete the application form in black ink)

Application for the post of: (please specify)

Please return form to:

**The Rock Trust
55 Albany Street
EDINBURGH
EH1 3QY**

1. PERSONAL INFORMATION

Last name:

First name(s) (Initials only):

Home address:

Home Telephone No:

Work Telephone No:

May we telephone you at work? **YES/NO**

E-mail Address:

2. QUALIFICATION AND TRAINING

Please list below all the qualifications you have or training courses you have attended, which are relevant to this post. Please give dates and grades and state whether the course was full or part time.

3. WORK EXPERIENCE

Note: Please give details of all posts you have held, **starting** with your current or most recent post.

From	To	Employer's name & address and nature of business	Job title and description of duties. Please indicate reasons for leaving.	Final salary or grade

4. BACKGROUND & SUITABILITY

Please tell us why you think your background, experience, skills or qualities makes you a good candidate for this post.
(Do not attach separate sheets - use this one only)

5. REFERENCES	
Please give the names and addresses of two people whom we may contact for a confidential assessment of your suitability for this job. One of these should be your most recent or current employer.	
NAME, ADDRESS & TEL NO	NAME, ADDRESS & TEL NO
Can we take up this reference prior to interview? YES/NO	Can we take up this reference prior to interview? YES/NO
6. GENERAL INFORMATION	
Do you hold a current full driving licence?	YES/NO
7. SOURCE	8. IF APPOINTED
Where did you find out about this vacancy?	When could you take up duties?
9. DISCLOSURE AND CONVICTION	
Please give details of any criminal convictions or cautions you have had which might relate in any way to the post for which you are applying. (Under the terms of the Rehabilitation of Offenders Act 1974, and the Rehabilitation of Offenders Act (Exceptions) Order 1975, and the Rehabilitation of Offenders Act 1974(Exclusions and Exceptions) (Scotland) Order 2003 (as amended); and the Rehabilitation of Offenders (Northern Ireland) Order 1978 and the Rehabilitation of Offenders (Exceptions) Order (Northern Ireland) 1979, you do not have to disclose information about certain convictions depending upon their seriousness and how long ago they were.)	
10. DECLARATION	
To the best of my knowledge, there is no reason in respect of my physical or mental health why I should not be able to carry out fully the tasks described for this post. I confirm that the information I have given on this form is correct and complete and that misleading statements may be sufficient grounds for cancelling any agreements made.	
SIGNED	DATE

PLEASE RETURN THE COMPLETED FORM TO :

**THE ROCK TRUST
55 Albany Street
EDINBURGH
EH1 3QY**

The Rock Trust is committed to equality of opportunity within all our services. Applicants will not be treated less favourably on the grounds of gender, disability, ethnic origin, sexuality, age, or marital status. In order to monitor the effectiveness of our Equal Opportunities Policy, we ask all applicants to provide the information requested below. **Please complete, put in a sealed envelope and enclose with your application.**

This information will be held in strictest confidence.

It will not affect the outcome of your application. The information will be held on an anonymous computerised database and will be used for statistical purposes only. It is subject to the provisions of the Data Protection Act.

Gender

- Female Male

Disability

Are you registered disabled?

- Yes No

Age

- 16-25 36-45 56-65
 26-35 46-55 65+

Employment Status

- Employed full-time Employed part-time Unemployed
 Student Retired

Ethnic Background

- Bangladeshi Black Caribbean Irish
 Bi/Multi-racial Chinese Pakistani
 Black African Indian UK Black
 UK White Other