



Job Description

Managed Alcohol Programme (MAP) :- Housing Support Worker 1

JOB TITLE:	MAP Housing Support Worker 1
REPORTS TO:	MAP Programme Manager.
BASED:	17 Carmyle Avenue, Glasgow, G32 8HJ.
SALARY:	Band 19 £18,316 (FTE based on a 37.5hr week)
HOURS:	37.5 HR per week.
CLOSING DATE:	N/A
INTERVIEW DATE:	N/A

Introduction

People are at the heart of who we are and what we do. Day-by-day, person-to-person, we tailor what we offer to what people need. We're here to provide consistent, friendly and informed support so that people can explore options and take 'the next step' towards a positive future. We welcome people with a wide range of skills and experiences to our team – including those who have lived through homelessness. To make a difference we need to work flexibly, with everyday-leadership, humour and a 'can do' spirit. We want to **make it easy, make it right, and make it happen** – not only for the people we support, but also for each other. Our #OneTeam ethos is core to who we are, and it means caring for and supporting each other regardless of our role, service or location. This is how we roll. We want people who share these values to join us and become a part of the Simon Community Scotland family.

Aims of The Managed Alcohol Programme (MAP) Glasgow :

To provide a new unique type of **Housing Support** service for Scotland to match the unmet needs of alcohol dependent rough sleepers including 10 homeless men in Glasgow. The service will provide unique personalised housing support in specially designed accommodation. We will develop a multi agency HUB collaborating with specialist inreach services. Our new trauma informed approach will seek to engage and enable recovery. We aim to support residents to live a life off the streets facilitating controlled alcohol consumption reducing harm and promoting healthier, happier living, preventing premature deaths and improving community connectivity.

Job Summary

This MAP Support Worker 1 role is an entry level to support working. We value and welcome applications from people with lived experience. Your job will be to support residents and colleagues to provide the highest quality housing support that is strength and asset based. You will help develop a highly personalised trauma informed harm reduction programme which will be shaped by each individual. Uniquely your role will involve working as part of a multidisciplinary team. You will jointly help screen, assess, review and record each service user journey. This may involve assisting with key working and helping develop group work activities assisting residents to connect with community assets.

Job Purpose

MAP Support Workers will play a critical role in developing professional relationships with each complex service user. Building trusting open honest relationships will be essential to our unique service delivery. You will provide dynamic flexible support with care and compassion. You may be the first point of contact celebrating happy moments and dealing with crisis, incidents, keeping everyone safe and secure. A key part of the role will be to act as an advocate, or facilitate advocacy, providing guidance, advice and information.

Personal Leadership and mentoring skills will be required as part of a one team approach. Support workers level one will support colleagues key working for each individual. You will be both life coach and recovery champion. A key purpose of this role will be to record accurately our support and recovery plans on our cloud based Database each time updating personal plans enabling residents to meet *SMART* goals supporting users to realise their full potential.

You will help support and enable residents and empower them to take control over their own lives providing the right level of intervention to reduce harm and provide a safe and secure home for life. Your support will be based on positive relationships and trauma informed care principles. You will as part of the team develop a whole person approach, help reduce poverty by maximising income and providing energetic support and advice to meet service users needs.

This will include encouraging improvements in lifestyle, health and personal care, developing community links, supporting researchers, partners and residents to reduce the harm associated with homelessness and alcohol/drug consumption. You will enable service users to access their alcohol responsibly minimising harms supporting them to regularly access their beverage of choice within agreed limits within an agreed timeframe, preventing withdrawal and promoting personalised recovery.

You will report to the **MAP manager** and work in harmony with **colleagues, volunteers, recovery champions, partners and collaborators**, and will look outwardly to develop your practice area in partnership with the multidisciplinary team using **SCS training resources**. Continued professional development is particularly important for SW level 1 posts and a key aspect of your own personal responsibilities as part of the MAP team. You will be supported to learn and develop your knowledge and practice. We have ambition for all our staff and workforce who are at the heart of everything we do.

Responsibilities

Your key responsibilities in this post are as follows:

Warmth and Regard

- Developing professional open honest relationships with residents.
- Collaborating with partners in a creative transparent way.
- Recognising and valuing everyone (Equality and Diversity)
- Treating people with kindness, dignity and respect
- Acting with compassion
- Showing warmth and welcome to everyone
- Taking difficult decisions sensitively and with due regard to others
- Taking a calm, professional and intelligent approach to stigma

Inclusion and Participation

- Celebrate equality and diversity in all aspects of the service
- Assist residents to manage their own alcohol consumption
- Encouraging the participation and inclusion of people we support
- Exploring choices and options with people we support or fellow colleagues
- Making things easy for others
- Embracing technology in delivering your role*
- Supporting clients, staff and volunteers to become digitally included*

Personalised and Creative

- Create unique person centred experiences
- Strength and asset based approaches
- Innovation and creativity
- Helping to find solutions that are a good fit for someone, irrespective of who they are or the problem they have
- When someone isn't at their best, quickly recognising there's probably something else going on, and finding ways to respond with care

Supportive and Ambitious

- Enable recovery orientated systems of care
- Help people achieve their full potential
- Helping to bring hope through our words and actions
- Helping to build trust
- Being supportive and showing care
- Compassion and understanding in everything we do.

Partnership and Collaboration

- Wholeheartedly embrace collaborative multi disciplinary working
- Fostering positive relationships with our partners
- Building team togetherness and collaboration
- Fostering a positive problem-solving vibe
- Utilise all available community assets
- Build new alliances to match needs and aspirations

Leadership and Learning

- Support MAP research and development opportunities
- Be an active participant in our community of practice
- Seek feedback and understanding
- Making things happen
- Motivating and inspiring others
- Taking time to reflect on what's working and what isn't
- Taking care of our 'places and spaces' so they feel tidy and welcoming
- Asking for help and learning to do things better
- Playing an active role in our social media strategy*

*These **core digital responsibilities** are part of every role at the Simon Community.

- **Digital inclusion is embedded as part of our service delivery.** Some of the people we support have little experience and knowledge of the internet and using email. If you are in a frontline role, you will be expected to help them connect, understand and be safe, and promote digital inclusion for people unable to access the benefits of the online world. As a team member, you are also expected to be an 'active learner' yourself and support colleagues' digital learning (e.g. sharing tips or advice on using our systems), so that we all get better at using digital tools.
- **Our digital platform is a key part of our working environment.** Our operating platform is **GSuite**, a cloud based system that will allow you to share files, collaborate, communicate, meet and access the organisation remotely. We will provide you with a Chromebook and android smartphone to do this. Our **Management Information System (MIS)** is Netsuite. You will be trained in using Netsuite and its application. We have a **team intranet** – the IMPACT Platform – for updates, resources and 'all things Simon'.
- **Sharing our work publically helps to change society's misconceptions about homelessness and generate support.** We use various forms of social media to inform, communicate, gather support and share what we do including websites, youtube, Twitter, Facebook and Instagram. We expect everyone to share what we do through various media outlets – e.g. helping to create blogs, videos, social media posts, information pieces and news items. This helps people understand what we do better understand homelessness. This helps grow public empathy for people we support. We also get a huge amount of support from people and organisations so we want to share what we do as a result of that support.

[See:- Attached MAP Job Roles & Responsibility Clarification Document.](#)

Person Specification

Job Title: Support Worker 1

	Essential	Desirable	Proven by
Training and qualifications	<ul style="list-style-type: none"> SVQ2 In exceptional cases ability to Work Towards SVQ 2 level qualification within an agreed timeframe. 	<ul style="list-style-type: none"> SVQ Level 2 SSSC 	<ul style="list-style-type: none"> Cert Reg No
Experience	<ul style="list-style-type: none"> Experience in dealing with, homeless, vulnerable adults, addictions, in a care / support capacity. 	<ul style="list-style-type: none"> Residential Support & Care experience. Lived Experience Knowledge and understanding of DWP and benefits systems. Experience in IT, e.g., Google Chrome, internet. 	<p>Application & Interview</p> <p>Relevant Training Career History Volunteering Lived Experience</p>
Knowledge and Skills	<ul style="list-style-type: none"> Ability to deliver roles and responsibilities. 	<ul style="list-style-type: none"> Expert by experience (Homelessness) Addictions Knowledge or experience. SSSC Codes of Practice. Ability to work as part of a team. Flexible, creative approach. Transferable skills 	<p>Application & Interview</p>

		<ul style="list-style-type: none"> • Good communication skills, written, verbal, I.T. 	
Personal	<ul style="list-style-type: none"> • Right values • Build relationships as appropriate to benefit individual care. 	<ul style="list-style-type: none"> • Values base to match SCS. • Right approach 	<p>Application & Interview</p> <p>Life Experience.</p>