



"I really enjoy working at Pilton because no day is the same and there are always opportunities to learn something new. Although some days are challenging it is always worthwhile"
- Rebecca, Support Worker

At Pilton we provide support to people experiencing homelessness in Edinburgh. We provide accommodation for men age 16+ and our support is 24 hour.

The Pilton team are here to support people through their experience of homelessness, to enable them to find permanent accommodation and to help them find the confidence in themselves to live independently. We use the approach of Psychologically Informed Environments (PIE). This is about helping people to overcome tough life experiences through relationship-based support. We understand everyone has had different experiences and we aim to help them build resilience and self-worth.

Homelessness is about more than not having a home. Everyone we work with has a unique journey through this experience and we walk alongside them each step of the way.

At Ypeople, I received not only a roof over my head, but the support of a strong, engaging team. Their constructive guidance and exceptional kindness made a difference in so many ways." - Jay



Respect



Integrity



Compassion



Aspirational



Reflective



Job Description

1. **Job Title:** Support Worker Level 2
2. **Location:** Ypeople Pilton, 20 Crewe Road Gardens, Edinburgh
3. **Grade:** SCP 17–19 (£19,263– £20,265 per annum)
4. **Job Purpose:**

To help end homelessness through providing a high-quality supported accommodation service for homeless men aged 16 and above. Through developing skills needed to manage a tenancy, budgeting and cooking, this role assists men in Edinburgh who are experiencing homelessness.

5. Ypeople Values

Ypeople is a values-based organisation and the post holder will be expected to uphold and actively practice our organisational values which are:

- **Respect**
We treat everyone fairly, and value diversity.
- **Integrity**
We are honest, professional, and our actions are guided by best practice.
- **Compassion**
We understand people's life journeys and show kindness to everyone.
- **Aspirational**
We strive to be the best, for our staff, those we support, and partners.
- **Reflective**
We learn and adapt, embrace change and celebrate success.

6. Role and Responsibilities

Relationships

Relationships are the fundamental human experience therefore you will be expected to:

- Develop positive, respectful and compassionate relationships with the people we support, focusing on their strengths and aspirations as individuals.
- Have a high standard of professional integrity with colleagues and other professionals.
- Establish clear professional boundaries with the people we support.

Practice & Service Delivery

You will be expected to work within a person-centred framework and strive to achieve positive outcomes the people we support by:

- Actively practicing person-centred planning and unconditional positive regard.
- Taking a Psychologically Informed Environment (PIE) approach.
- Assisting Level 1 Support Workers in arranging and facilitating key work meetings to develop and review support plans in collaboration with the people we support so we can meet their individual needs.



- Assisting Level 1 Support Workers in developing life skills with the people we support, including how to maximise income, involvement in meaningful activities, budgeting, shopping, cooking and any other skills that encourage independence.
- Advocating on behalf of the people we support.
- Assisting Level 1 Support Workers in their aims to encourage those we support to engage and integrate into the local community so that they can become active citizens.
- Utilising the Outcome Star tool and Better Futures information management system to record and assess the progress of the people you are supporting.
- Having knowledge of other relevant services and signposting the people we support when required.
- Maintaining a safe environment for those we support, colleagues and others.
- Undertaking household duties to maintain the accommodation to a high standard.
- Assisting level 1 Support Worker in compiling and reviewing risk assessments.
- Promoting involvement in the improvement and development of the service from the people we support.
- Represent Ypeople to other agencies or services including Local Authority, Social Work, Housing Services and other relevant services.

7. Personal & Organisational Development

Ypeople encourages staff to be aspirational and to be actively involved in their own, the services and the organisations development you will be expected to:

- Actively contribute to your service and the organisation's development and improvement.
- Participate in team meetings.
- Attend and participate in training and share learning experiences.
- Engage in reflective practice.
- Feedback on the review of organisational policies & procedures and local guidelines.
- Promote and represent Ypeople services positively.
- Strive for continuous personal and professional development.
- Engage with any organisational initiatives or working groups such as NHS Healthy Working Lives, Investors in People, the LGBT Charter, etc.

8. Policies and Procedures

Ypeople strives for best practice within social care and expects all staff to adhere to:

- Ypeople's policies and procedures.
- Scottish Social Services Council (SSSC) Codes of Practice.
- Health and Social Care Standards (My Support, My Life).
- Health & Safety legislation and practices.
- Register with any required government bodies and ensure membership is updated and any attributed costs are paid for.



9. Working Conditions:

Ypeople value our staff as our greatest asset and will provide the following working conditions:

- The post holder will report to the Senior Support Worker and through them to the Service Manager.
- An average of 39 hours per week on a shift rota system to ensure 24-hour service provision and provide adequate level of support to the services.
- Annual leave entitlement of 234 hours holiday (equivalent to 6 weeks) per year in the first year rising to 312 hours (equivalent to 8 weeks) per year in the second (pro rata).
- All Ypeople employees join the Life Assurance Scheme from day one of employment.
- All appointments are subject to a minimum of 12 weeks probationary period.
- The post holder will be automatically enrolled into the People's Pension following successful completion of their probationary period, provided they meet the auto-enrolment criteria.
- Due to the nature of our work, the post holder may be asked to work at different locations depending on operational requirements.
- It is the nature of the work of Ypeople that tasks and responsibilities are, in many circumstances, unpredictable and varied. All employees are expected to work in a flexible way when the occasion arises.
- Ypeople offers varied learning and development opportunities, including professionally relevant training and further education options to encourage continuous development.



Person Specification

Post: Support Worker Level 2 (Pilton Supported Accommodation Service)

Factor	Essential
Education & Qualifications	<ul style="list-style-type: none"> SVQ level 3 H&SC or SCQF equivalent (or are willing to work towards)
Knowledge & Experience	<ul style="list-style-type: none"> Knowledge of current relevant legislation and policies relating to housing and social care Knowledge of issues surrounding homelessness
Values & Competencies Respect <i>We treat everyone fairly, and value diversity</i> Integrity <i>We are honest, professional, and our actions are guided by best practice</i> Compassion <i>We understand people's life journeys, and show kindness to everyone</i> Aspirational <i>We strive to be the best, for our staff, those we support, and partners</i> Reflective <i>We learn and adapt, embrace change and celebrate success</i>	Interpersonal Skills <ul style="list-style-type: none"> Ability to create an environment which promotes co-operation, trust and open exchange of ideas Ability to work cooperatively with others as part of a team demonstrating commitment to group objectives A commitment to championing the rights of those we support Accountability <ul style="list-style-type: none"> Understanding and respecting the importance of confidentiality Ability to successfully manage own caseload Ability to work towards performance targets to achieve agreed outcomes People Focus <ul style="list-style-type: none"> Commitment to provide a culture of safety, fairness and inclusiveness. Ability to understand and consider the views, concerns and needs of others when taking action Commitment to providing a culture where the people we support are treated with compassion and unconditional positive regard Ability to support and mentor colleagues as and when required Developing People and Services <ul style="list-style-type: none"> Invests sustained effort in making a significant impact on service development and improvement Continuous Improvement <ul style="list-style-type: none"> A commitment to our aim of continuous improvement and reflective practice in all areas of our work. Commitment to continuous personal and professional development
Skills & Attributes	<ul style="list-style-type: none"> Ability to ensure the service is delivered in accordance with corporate policy and Association objectives Skills and ability in effective time management and working to deadlines Ability to compile comprehensive reports as required Knowledge of local resources and services
Other Requirements	<ul style="list-style-type: none"> Flexibility with regards to working patterns Ability to travel within agreed geographical area Ability to respond at short notice to crisis situations
Desirable Qualities	<ul style="list-style-type: none"> Experience of working in a similar environment Understanding of the principles of working within a Psychologically Informed Environment (PIE)