



## Relief Worker Role Profile

Working to Blue Triangle's values, vision and mission, you will work as part of a team providing safe, secure, supported accommodation for homeless people. You will provide the highest possible quality of social care support, which meets the needs of each person we support.

### OUR VALUES

Our values are at the core of everything we do. What we do, we do with and out of love and hope. We appreciate each person's own circumstances, their journey and the future they want to make for themselves. Hope is the thing that helps you keep going; without it we have nothing. At Blue Triangle we are Kind, Passionate and Creative.

### MAIN DUTIES AND RESPONSIBILITIES

1. To assist the Service Manager in providing a quality service to people being supported in our accommodation.
2. To ensure minimum standards of health, safety and hygiene are both established and maintained in all communal areas, both internal and external to building. This includes the monitoring of regular cleaning duties and maintenance of grounds and the cleaning of void flats.
3. To clean vacant rooms/flats promptly to have them ready for supported people.
4. To maintain appropriate recording procedures for all issues relating to the operation of the service, including financial transactions, incident reports and building repairs.
5. To consult, where applicable, with supported people on possible developments and/or changes in service delivery, and devise and operate systems and structures that promote models of good practice and encourage supported people comment.
6. To liaise with any other professionals and agencies involved in provision of the support function to the residents.
7. To ensure all supported people are aware of their rights and responsibilities in being accommodated in the service.
8. To be the point of contact in the event of night-time emergencies and reporting of incidents to the On-Call Manager and Service Manager.
9. To liaise with the service team and any other professionals and agencies involved in the provision of the support function to the supported people.
10. To provide assistance with the supported people's financial management, including the registering of all benefit applications both personal and housing related.
11. To be responsible for the weekly collection of supported people contributions to rental costs, including amenity charge.
12. To undertake regular inspections of the building, which contributes to the co-ordination of cyclical and remedial repairs. This will result in the undertaking of

minor repairs and/or appropriate redecoration, where appropriate, or giving access to and supervising the work of trades people as required.

13. To supervise supported peoples' behaviour as part of the process of maintaining the safety and security of the accommodation and preventing damage to the property.
14. To ensure that the building security, particularly at nighttime is effectively managed through personal observation, general awareness and routine checks.
15. To ensure that the building security, this may include shifts at night-time, is effectively managed through personal observation, general awareness and routine checks.
16. To undertake any other reasonable duties as delegated by the Service Manager.

	<b>Essential</b>	<b>Desirable</b>
Qualifications/ Education		HNC or SCQF level 6 or 7 in Social Care
Knowledge	Homelessness and its effects. An awareness of drug and alcohol issues.  An awareness of the services provided by Blue Triangle.	
Experience	Experience of working with vulnerable people and challenging behaviour. This can be from personal, voluntary and/or professional experience.  Experience of undertaking tasks in a lone working environment.	Experience of working with homeless people and/or addiction issues.  Experience of providing direct support to people who use social care services.  Experience of working with people who have barriers to social inclusion and supporting them to become more socially integrated.  Direct experience of working with people who are at times chaotic and marginalised, whose behaviours can challenge services, and supporting them to become more socially integrated and able to access services.



Skills / Abilities	<p>Must be able to demonstrate excellent interpersonal skills in order to communicate well with supported people and colleagues at all levels in the organisation.</p> <p>Must be willing to develop skills used when supporting people through reflective practice, active learning, personal and professional development, supervision and feedback.</p> <p>Skills in following procedures and in recording including using basic IT.</p>	Be able to demonstrate an understanding of the SSSC Code of Practice for Social Care Workers.
Personal Qualities	Personal values in line with Blue Triangle's values.	