

Job Title:	Sessional Wellbeing Worker
Department:	Neighbourhood Services
Section / Location:	Wellbeing
Reports to:	Wellbeing Manager

### Job Purpose

Provision of flexible person centred wellbeing service where required within service user groups and projects across the Association. These will be across 3 distinctive areas: Housing First for Young People, For Good Mental Health and age 60+.

### Key Dimensions

Be available to provide housing support cover where required across several, projects and complexes. This to include day / night and backshift over a 7 day rotational period including occasional on call duties.

Physical demands may require walking to and from appointments, assisting service users with practical household tasks, following moving and handling techniques and on occasion assisting with bodily fluids / tenancy infestation.

Due to nature of specific services you may be required to deal with challenging and abusive behaviour from service users, family members or carers.

Requirement to support service users who experience a variety of complex emotional, mental and physical health needs.

Be able to deal with unpredictable situations and be re-active in your actions when dealing with vulnerable service users in a lone working environment.

Record and update service user's case notes in a non – judgemental accurate and organised form.

Adapt and work within each allocated project / complex adhering to local procedure to ensure team cohesion and continuity of support to service users

### Key Responsibilities

Work in a flexible manner to meet the needs of the service ensuring an on-going quality person centred support

Ensure daily work practice complies at all times with relevant legislation, policy and procedures

Advise and seek advice from line management where appropriate to ensure effective service delivery.

Inform line management of any areas of concern or significant change when delivering Service Users support to ensure appropriate risk assessment is undertaken

Responsible for own health and safety requirements within all aspects of the job to ensure compliance with health and safety legislation.

Undertake further training as deemed necessary by the Association to meet the needs of the service and contribute to the identification of own training needs.

Contribute to the delivery of the service plan.

Support the manager / supervisor in the effective management of change.

HSW will be required to advocate on behalf of Service Users liaising with benefit agencies, utility suppliers and any other agencies involved in supporting Service Users within their support plans.

Follow service users support plans, action plans and risk assessments. Ensure case notes accurate and up to date.

## Authorities & Limitations

Post holder follows policies, procedures and guidelines and receives on-going support and supervision from line management.

Will be required to lone work and use own initiative in order to support service users with complex issues.

Should seek advice, assistance and guidance from colleagues and line management when necessary.

Staff must seek guidance/authorisation from a line manager following a serious incident or when dealing with an Adult or Child Protection case.

## Problem Solving

Post holder is required to problem solve unexpected and difficult situations that may arise during lone working situations.

Post holder should seek advice support and assistance when required.

## Communication Skills

The ability to interact and respond to service users who have a variety of support needs including challenging behaviour and mental health issues.

On-going regular communication with internal Association Departments and personnel via e-mail, telephone calls, memo's, arranged meetings and face to face contact is required for the post.

Post holder should present themselves in a knowledgeable, confident, professional and confidential manner during all aspects of communication with external customers including other professionals, carers, and family members.

Required to communicate with other team members in a respectful and supportive manner in order to promote positive team cohesion.

## Knowledge, Education, Qualification, Competencies and Experience (required for a fully competent post holder)

Experience supporting vulnerable adults.

Able to meet registration requirements with the Scottish Social Services Council or be willing to achieve qualifications within specified timescale.

Must have an awareness of relevant national care standards and their application/ relevance to practice.

Must understand and adhere to the codes of practice from the Scottish Social Services Council.

Must be willing to maintain and enhance own knowledge, practice and competency