



Job Reference 0070

Role of Mobile Care & Support Workers

Thank you for your interest in working with us. This job pack contains a copy of the advert as well as the job description and person specification.

There are various posts in the following areas for between 16 – 20 hours per week:-

- 01 Scottish Borders
- 02 Edinburgh
- 03 East Renfrewshire
- 04 Inverness
- 05 North Lanarkshire
- 06 Glasgow
- 07 South Lanarkshire

Trust requires all external applicants to complete our Application Form. This gives us the information on candidates in a consistent way which helps standardise the shortlisting and interview processes. Please quote reference 0070 and the relevant location number from the list above on your application form.

Your application can be emailed as an attachment to jobs@trustha.org.uk or posted to: Jobs, Trust Housing Association Ltd, 12 New Mart Road, Edinburgh, EH14 1RL no later than **the closing date of 12 noon on 2nd February 2018.**

Our interview shortlist is determined by how you match up against the skills and experience the role demands and only successful applicants will be contacted again to attend the interview.

May I take this opportunity to thank you for your interest in working with us and wish you every success for the future.

Regards

Sharon Chalmers

Sharon Chalmers
HR Assistant
0131 444 1200



Role: Mobile Care & Support Worker

Salary: £8.89 per hour

Location: Various posts in Scottish Borders, Edinburgh, East Renfrewshire, Inverness, North Lanarkshire, Glasgow and South Lanarkshire.

Job type: Permanent, Part Time, Various hours – 7 posts, 16 – 20 hours per week

Job Ref: 0070

Closing Date: Friday 2nd February 2018

Trust Housing Association Ltd has an exciting opportunity for **Mobile Care & Support Workers** to join our Customer Services Team in several locations throughout Scotland.

In return for your enthusiasm and commitment as a Mobile Worker we will offer you: -

- **Competitive hourly rate of £8.89**
- **Posts ranging from 16 – 20 hours per week**
- **Hours of work between 7.30am and 10pm. Some sleepover duties may be required.**
- **Access to paid training & continued personal development**
- **Flexible working pattern.**

Trust Housing Association is a national housing, support and care provider, offering a range of accommodation and support services. Primarily serving older people in our communities, we also provide housing for families and individuals. We have over 2,500 households across the length and breadth of Scotland, from the Highlands and Islands all the way down to the Borders.

To ensure that we are able to offer the best service to our tenants we are looking to recruit **Mobile Care & Support Workers** to make it possible for tenants to continue enjoying as much independent living as they're able. We offer a range of services to our customers and you will be working with colleagues across different services to ensure that customers receive the support and personal care identified in individual care plans. It'll be rewarding looking after those who rely on the support and dedication you'll bring to this important role. You will be based at a development in the area and will work where required across several of our sites within an agreed radius. We will have a number of interview dates in different locations.

Ideally, you will have an appropriate qualification in Health & Social Care and previous experience of working with older people or other vulnerable members of a community, so you will understand their needs and know how to meet these. If you are successful in joining our team we can provide you with fantastic opportunities to develop your experience or enhance your career in social care and assist with your ongoing continued personal development.

If you feel you have the skills and experience to become one of our **Mobile Care & Support Workers** and you'd like to work with a prestigious and well established company, working in a person-centred culture that puts people at the heart of all we do, then we'd like to hear from you.

Trust is an Investor in People Gold accredited employer, a Leader in Diversity and a great place to work.

We are an equal opportunities employer and welcome applications from all sections of the community.

Trust Housing Association is a Registered Scottish Charity- SC009086



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Trust Housing Association Ltd

Job Description



POST: Mobile Worker

LOCATION: Development

PURPOSE OF JOB

To assist in the provision of Housing with Care and Supported Housing, by ensuring tenants are provided with the means to maintain independent tenancies in a warm, friendly and safe environment. To directly support tenants in their homes by providing individual advice, practical housing support assistance, direct personal and emotional care.

The principal accountabilities are, as part of the team, to ensure that all services are delivered flexibly, innovatively and in a responsible manner. The key tasks are to provide practical assistance to achieve outcomes that relate to maintaining the independence, welfare and dignity of the tenants.

This post requires a willingness from the post holder to travel within an agreed radius and to work flexibly and responsively to provide cover in other areas as required. A mileage allowance is payable.

MAIN DUTIES & ACTIVITIES

Provide a sensitive, efficient care and support service in line with Trust policies and procedures.

To ensure implementation of the aims and objectives of the development, with particular emphasis on assisting both tenants and staff.

To deliver the highest standards of support and care for tenants.

To ensure tenants are encouraged to maximise their independence, choice and individual rights.

To be aware of and comply with Health and Safety matters at all times.

To implement procedures for dealing with emergencies.

As directed by the Development Manager, Mobile Co-ordinator or Senior Housing Care Worker, liaise with other agencies, the community, social work departments and primary health care services.

Tenancy Issues and Relationships

With the guidance of line management, provide advice and assistance to tenants in relation to:-



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Encouraging tenants to live independently as far as possible.

Providing all agreed housing support tasks and personal care requirements dependent on type of service.

All landlord activities as delegated by line management.

Promoting a good community spirit and to promote tenant involvement in the management of the development.

Tenant Care and Support

To implement individual tenant's care and support plans and contribute to the ongoing monitoring and review process.

To ensure at all times that care and support practice is non-discriminatory and that tenants' personal beliefs and preferences are appropriately acknowledged.

To be aware of, and responsive to, the needs of older people with mental health problems e.g. Dementia.

To work with individuals to ensure that their practical housing, and care and support needs are met.

Offer reassurance in relation to assistive technology with the tenant's home.

To provide personal care as identified in the individual care plan by, for example:-

Assisting with dressing/undressing.

Assisting with personal hygiene and appearance including bathing, shaving, nail cutting. Where appropriate, to assist tenant to use specialist equipment.

Assist with transfers to/from bed and chair, using specialist equipment where necessary.

Assist/support/supervise where mobility needs are identified.

Contribute to the management of continence (this may include catheter and stoma care).

Enable tenants to eat and drink.

Administration of medicine in accordance with service guidelines.

Contribute to the care of a deceased person.

To maintain written records as required.

To undertake sleepover duties and while doing so, respond to any short-term care where required.

To undertake waking night duty as required.



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Other Duties and Responsibilities

Participate in staff meetings/briefings.

To undertake training and personal development and supervision.

To participate in regular performance meetings with line management

To communicate effectively at all times in relation to tenants' needs.

Testing of equipment as necessary, including the call systems.

To undertake duties and responsibilities in accordance with the scope of the Housing Care Worker/Supported Housing Worker.

Equality, diversity and inclusion (EDI)

Trust is an Investor in Diversity organisation and as such we seek to promote equality, inclusion and diversity in all that we do.

You will be required to:

- Be aware of and engage with Trust' EDI Strategy and Policies, IID and LID action plans surveys, induction & review sessions and focus groups.
- Contribute to EDI discussions in team meetings and share updates and case studies
- Ensure your EDI training is up to date
- Attend EDI learning and networking events
- Access where relevant, EDI information on Trust's intranet
- Be clear of your responsibilities for EDI as a staff team member and the expected behaviours and values set by Trust
- Challenge any inappropriate behaviour, bullying or harassment and discrimination and report it through the appropriate channels.

REPORTING ARRANGEMENTS

The post holder will report directly to the line manager of the service on a day to day basis, and to the Mobile Co-ordinator generally. Support is also available from Trust Out of Hours Service.



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PERSON PROFILE AND SPECIFICATION

Skills & Abilities	Essential	Desirable
Effective communication skills to be able to liaise and negotiate with internal/external colleagues and tenants.	✓	
Previous experience in a care related service	✓	
Excellent written and verbal communication skills; basic numeracy skills.	✓	
The ability to use a computer in a windows environment, in particular Microsoft outlook, word and excel.	✓	
Ability to deal with challenges in a calm and efficient manner	✓	
	Essential	Desirable
SVQ Level 2 or 3 – Health & Social Care		✓
Experience in the administration of medication, safer people handling, and any other training relevant to the post.	✓	
Willingness to undertake appropriate training for the post.	✓	
Other factors and attributes	Essential	Desirable
Satisfactory references and PVG Application	✓	
Experience of and empathy with issues affecting older people, customers in general.	✓	
A highly flexible approach and willingness to contribute to the success of the development.	✓	
Able to demonstrate a clear understanding, personal commitment and positive approach to the values and vision of the Association to deliver an effective and valued service to our customers.	✓	
Willingness to travel to provide cover at developments within an agreed area, and occasionally in other areas. (Mileage allowance payable)	✓	
Equal Opportunities	Essential	Desirable
This organisation is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the post holder is willing to work in accordance with existing policies and Codes of Practice.	✓	



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