

## **FOUR SQUARE**

### **JOB DESCRIPTION**

**POST:** Visiting Support Worker

**ACCOUNTABLE TO:** Visiting Support Manager

**LOCATION:** Visiting Support Project, EFI building, 5 Bankhead  
Medway. Edinburgh. EH11 4BY

#### **MAIN PURPOSE OF JOB**

To provide practical assistance, personal advice, information and resettlement support to enable vulnerable people to set up and maintain independent tenancies.

#### **MAIN TASKS AND RESPONSIBILITIES**

1. Interview service users to assess their housing and other support needs.
2. Ensure that each service user has an individually negotiated support plan that meets their needs.
3. Give advice and assistance to help service users maximise entitlements in respect of welfare benefits
4. Help service users to budget for their essential outgoings
5. Provide general counselling and support
6. Help service users access Health, Social Work or other appropriate services
7. Help service users access other community or specialist agencies
8. Assist service users to develop homemaking skills and confidence in routine domestic tasks
9. Assist service users to explore their housing options
10. Assist service users in establishing good relations with the relevant housing provider, including where relevant Four Square, with regard to payment of rent, arranging repairs and other tenancy related issues.
11. Help service users obtain furniture and household goods.
12. Assist service users in registering for fuel supplies.
13. Ensure that service users are aware of relevant facilities in their local area.
14. Provide service users with advice and assistance with regard to employment, training and educational opportunities.

15. Liaise closely with other statutory, voluntary and other agencies and maintain an information base on organisations which provide support to service users.

## **GENERAL TASKS**

1. Provide service user information required to monitor the performance of the project.
2. Participate in the monitoring, statistical and general administrative systems used by the project.
3. Set up and maintain confidential case records for each service user.
4. Participate in team meetings and other internal/external meetings.
5. Promote the work of Follow Up and Four Square among relevant agencies and establish and maintain close links with such agencies.
6. Identify and contribute to possible areas of service development.
7. Receive regular supervision and annual Personal Development reviews.
8. Provide cover for other members of the Follow Up team as required.
9. Assist in the induction of new staff members and participate in and contribute to internal training.
10. Assist the Service Manager to remain within budget restrictions.
11. Adhere at all times to the stated policies and procedures of Four Square.
12. Carry out all tasks and duties in accordance with current operational guidelines.
13. Liaise with other Four Square services in order to ensure the most effective services for service users.
14. Promote a Four Square corporate ethos.
15. Promote service user participation and consultation where appropriate.
16. Participate in training as required.

## **OTHER TASKS**

Undertake any other duties appropriate to the post if required to do so by the Service Manager or, in his/her absence, the Head of Social Care Services.

## **NOTES**

1. Four Square aims to be an equal opportunities organisation.
2. All Visiting Support staff are subject to a PVG Scheme Disclosure check.
3. Hours of working are 35 per week, worked flexibly Monday to Friday. Some evening and weekend work may be necessary in this post.

**FOUR SQUARE**  
**VISITING SUPPORT WORKER**  
**PERSON SPECIFICATION**

**EXPERIENCE, KNOWLEDGE AND SKILLS**

**ESSENTIAL**

1. You can demonstrate experience of working with homeless or socially excluded people and vulnerable adults.
2. You have a good working knowledge of Welfare Rights.
3. You have knowledge and understanding of drug and alcohol issues
4. You have knowledge and understanding of mental health issues
5. You have knowledge of Housing and Social Care systems
6. You have ability to assess the needs of individuals referred to Follow Up.
7. You have an energetic and flexible approach to work.
8. You have an ability to network and liaise with other agencies
9. You have ability to work on own initiative.
10. You have ability to contribute to and utilise team support.
11. You have proven time management and self-organisation skills.
12. You are able to construct working relationships with people from a variety of backgrounds
13. You have an understanding of the causes of homelessness and the issues faced by homeless people.
14. You have ability to maintain case records and administration systems.
15. You can demonstrate good oral and written communication skills
16. You have basic computer skills.
17. You will have or be working towards SVQ Level 3 Care or other relevant SSSC approved qualification.

**DESIRABLE**

1. You have ability to contribute to service development
2. You have experience of inter agency work