

Job Title: Relief Practitioner

Roles across the organisation: Youth service (Male and Female positions) / Youth service (Female Only Positions) / Domestic Abuse and Gender Based violence (Female Only Positions)

Organisation: Four Square Scotland

Location: Various Locations across Edinburgh **Position Type:** Casual Working

Salary: Day rate £13.73 + £1.65 Rolled Up Holiday Pay.

Night rate £14.65 + £1.77 Rolled Up Holiday Pay.

Purpose of the Organisation

The organisation exists to prevent homelessness and find routes out of homelessness into independent living for the people we support every day.

Our values are **support, integrity, dignity, excellence.**

The role of Relief Practitioner

Person must have experience working with homelessness

The role of a Relief Practitioner within homeless services is crucial to ensuring the continuous and effective operation of our accommodation and housing support services.

This role typically involves providing flexible support to cover gaps in staffing, which can arise due to annual leave, sickness, or high demand. By providing on-demand staffing support, they help maintain the safety, dignity, and well-being of people accessing our services, enabling services to run smoothly even during periods of staff shortage or increased demand. Their presence is vital to meeting the urgent and ongoing needs of those seeking accommodation, support, and long-term solutions.

Youth Services - person should have experience working with young people aged 16-25

Domestic Abuse – person should have experience of working with people who have experienced Domestic abuse.

The Behaviours we expect is someone who will demonstrate:

Initiates conversations and activities with the people supported, adjusting their approach to meet individual need. Demonstrating the importance of proactive engagement with individuals and adapting communication styles.

Adaptable to changing circumstances and adjusting support plans when needed. Will use feedback to improve and enhance the quality of support provided.

Can lone working in the service, other services or in the community

Adheres to the SSSC (Scottish Social Services Council) Codes of Conduct, Health and Social Care Standards and Care Inspectorate requirements.

Respecting confidentiality, boundaries, and privacy. Recognises and addresses any potential conflict of interest.

A person with good judgment and communication skills who will make informed decisions that involves critical thinking and problem-solving skills, especially in situations that require navigating challenges or conflicts with people who use our services.

Taking accountability for your actions, decisions, and the outcome of support provided.

Transparent about actions, decisions, and processes, including open communications with people we support and colleagues across the organisation.

Constructively questions colleagues on best practices and provides feedback. Clear and respectful communication with people we support and colleagues.

Actively listening to understand and respond appropriately to individual needs.

Collaborates effectively with colleagues, healthcare professionals and colleagues to contribute towards a positive and supporting team environment.

Recognises when a colleague is facing challenges and proactively offers support without being prompted.

Can demonstrates a problem-solving mindset, as it involves identifying issues and taking initiative to address them.

Paying close attention to individual needs, preferences, and support requirements.

A person who can accurately document and report information.

Typically spends less than 1 hour per shift on administrative tasks and demonstrates the importance of focusing on direct support and are effective when recording.

Takes calculated risks and can handle crisis situations in the service when they arise.

A person who can remain composed under pressure and has the capacity for quick thinking and problem resolution in high-pressure situations.

Builds positive relationships with people supported while managing expectations and boundaries. Using feedback to improve and enhance the quality of care provided.

Respecting the dignity, autonomy, and independence of individuals we support. Involving individuals in decision making about their support.

Role modelling that demonstrates a positive regard, respect, and kindness towards those receiving support

Is engaged in learning opportunities, sharing learning, and putting learning into practice. Emphasises a commitment to personal and professional growth and a culture of shared knowledge.

Prioritise the safety and well-being of people we support and will follow safety protocols and guidance.

The person needs to:

- Attend and participate in reflective practice groups, minimum of once a Quarter.
- Attend and participate in team meetings, minimum of once a Quarter
- Evidence training and development undertaken to meet SSSC requirements.
- Participate and contribute to debriefing of significant incidents and near misses.

To apply for this job, you must have:

- Minimum qualification of SVQ Level 2 in Health and Social Care or have at least 2 years relevant experience in a social care setting
- Knowledge of trauma informed practice and ways of working.
- Membership of the Protection of Vulnerable Groups (PVG) scheme.
- Registration with SSSC and meet requirements.
- Be able to use IT effectively including management systems, databases, and Microsoft 365