**Job Description**

**Multiple Risk Worker**

**Job Title:**  Multiple Risk Worker

**Duration:** 12 Month fixed term contract

**Reports to:** Multiple Risk Team Manager

**Direct reports:** Nil

**Hours and work pattern:**  37 hours per week, 5 days over 7.  Hours to be worked flexibly to meet the needs of the service between the hours of 8 a.m. and 10 p.m.

**Salary:** £21,501 - £23,875 per annum

**Holiday entitlement:**  28 days per annum plus 9 public holidays.

**Base:** Unit 6000, Academy Office Park, Glasgow, G51 2PR

Includem in collaboration with the Youth Health Service are delivering support across 9 venues in Glasgow. The support is provided at fixed times in the evening from these venues.

There is also an element of outreach work required. You will contribute to the provision of relationship-based support delivered to young people and families in the venues and in communities.

You will achieve positive outcomes in line with the values and principles of Includem.

**Purpose & Context of Role**

You will work alongside the Youth Health Service team to support young people and families. You will understand and respond to individualised needs to improve outcomes in line with GIRFEC principles and Includem’s model of support.

You will demonstrate leadership and ownership over effective service delivery to young people by managing outcomes for young people through use of line managers, colleagues and organisational tools, processes, policies and procedures.

**Service Delivery**

* To build relationships and deliver outcome-based support to young people and families, involving all key stakeholders.
* To be available for allocated venue time and engage young people within a community setting.
* To explore values and attitudes with young people in a supportive manner, to affirm and validate their feelings and ideas, and nurture and confirm their learning
* Actively contribute to case progression and provide feedback to help young people and families recognise progress.
* Ability to assess and respond appropriately to situations where young people/families may be at risk of harm.
* To offer support and generate solutions where required, with risk enablement being at the heart of professional judgement and decision-making

**People**

* To understand the different coping mechanisms that young people and their families use to deal with stress and high emotions, and to respond appropriately
* To demonstrate professional resilience when providing support with sensitive or challenging issues
* To use a strengths-based approach to empower individuals facing adversity to find solutions and make positive changes, ensuring resources are in place to sustain these changes.
* To establish mutually trusting, open and non-judgemental relationship with young people and their families
* To work as part of a Multi-Disciplinary team including Includem, NHS and LifeLink
* To respect and value the contribution of wider stakeholders and the delivery of Includem services
* Offer support to young people within their own communities and support them to access resources locally

**Influence**

* To ensure young people and families are empowered to make informed choices
* To support young people and families to effectively communicate
* To work with young people to identify goals aligned to wellbeing indicators and to positively influence progression towards these goals.
* To reflect on practice, share learning and promote continuous practice improvement.
* To understand the Includem framework of intervention and the key aspects of the service delivery model.
* To role model appropriate practice standards and professional boundaries to others
* To ensure a high quality service is delivered to young people and families
* Demonstrate understanding of your impact on people and how they might see you.

**Resources**

* To take ownership for consistent delivery of services at venues across the city of Glasgow for 50 weeks of the year.
* To effectively plan and deliver outreach services.
* To maintain and produce accurate and timely records.
* To ensure support is delivered in line with Includem’s Policies Procedures, Scottish Social Services Council Codes of Practice & National Guidelines (NHS) Quality

**Assurance**

* To be accountable for the quality of your work and be able to evidence this work effectively.
* To actively participate in formal supervision and continuous professional development.
* To generate creative and new solutions to issues faced by young people and families