



Job Description

Multiple Risk Worker

Hours per week: 37 hours per week (between 8am – 10pm; 5 days over 7)

Contract type: Permanent, in line with funding

Location: Glasgow

Reports to: Team Manager

Line Management Responsibility: No

Financial Accountability: Low

Job Summary

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.

Key Responsibilities

The key responsibilities of the Multiple Risk Worker include, but are not limited to:

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 encourage and lead collaborative team work to provide a 'scaffolding of support' around each young person and their family.
- To respect and value the contribution of wider stakeholders and the delivery of Includem services.
- Where opportunity allows experience of directing, supporting and mentoring Assistant Project Workers/Sessional staff.
- Any other duties as designated by your line manager.

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 take the lead in the effective planning of outreach services alongside supporting the delivery of this
- 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 responsible for any work delegated to others within the Includem support and be able to evidence this work effectively.
- To actively participate in formal supervision and continuous professional development.
- To have an overview of the work delegated to other Includem workers involved in delivering individualised support to your young people.
- To generate creative and new solutions to issues faced by young people and families.



Person Specification

Category	Essential Job Requirements	Desirable Job Requirements	Method of Assessment
Technical Skills, Knowledge, and Experience	<ul style="list-style-type: none"> • Experience of effectively engaging vulnerable young people and families who are likely to have faced challenging life circumstances and supporting them to achieve positive change. • Ability to recognise situations in which people are in crisis or at risk and able to use support to determine appropriate interventions. • Ability to respond flexibly to changing situations led by the needs of young people and families. • Ability to provide emotional, practical, and social support to young people and families. • Ability to routinely evidence practice, including contributing to formal reports. • Reliability and commitment to deliver the relationship-based model of intervention. • Ability to demonstrate, understand apply our organisational values which are clearly aligned to the SSSC Codes of Practice. These are embedded in all roles and applicants must evidence their attitudes/behaviours as part of the application process: <ul style="list-style-type: none"> • Respect • Collaboration 		Application process Group stage interview Individual interview



	<ul style="list-style-type: none"> • Participation and Dignity • Empowerment 		
Education / Qualifications	<ul style="list-style-type: none"> • Willing to work towards SCQF Level 3/appropriate professional qualifications for SSSC registration. 	<ul style="list-style-type: none"> • Willing to work towards SCQF Level 3/appropriate professional qualifications for SSSC registration. 	Application process Group stage interview Individual interview
Other Requirements	<ul style="list-style-type: none"> • Ability to drive and have access to your own car for work purposes. • Excellent organisational and planning skills. • Effective team player who is also confident working independently • Self-motivated and flexible • Excellent communication skills, both written and verbal 	<ul style="list-style-type: none"> • 	Application process Group stage interview Individual interview

Acknowledgement:

This job description is an overview of the duties, responsibilities, and requirements of the position. You may be required to perform other duties throughout your employment at the reasonable request of your line manager.

I acknowledge that I have read and understood the job requirements, responsibilities, and expectations outlined in the job description.

Employee Name		Employee Signature		Date	
Line Manager Name		Line Manager Signature		Date	