



Dalmuir Park
Housing Association

Your Future Our Future



Support Worker Recruitment Pack

Welcome from our Chief Executive



Dear Candidate,

Thank you for your interest in the Support Worker posts at Dalmuir Park Housing Association.

We are an ambitious, community-based housing association operating in the heart of the Dalmuir community.

Our culture and values define us as an organisation. We put people first, and with our focus on health and well-being, we are a successful, high-performing, creative, customer-focused organisation, with strong leadership.

In 2024 we launched a new vibrant 5-year Business Plan, which sets out our strategic goals, objectives and strategies, and places our organisation at the heart of the community.

By joining our colleague team, you will have an opportunity to make a positive difference to the lives of people in our community whilst working with like-minded people who are doing great things to deliver our Mission: Your future is our future, and our Vision: Creating a vibrant Dalmuir.

We want to attract talented people who share our vision and values to come and work for us. We would like you to consider being part of our team if you are someone:

- who puts people first,
- who thrives on working for a great organisation,
- who is ambitious and wants to flourish, and
- who is positive and committed to overcoming challenges and improving the outcomes for our customers.

We place a high value on our colleagues and the successful candidate will have access to a variety of exciting opportunities at Dalmuir Park to advance both personally and professionally. We also have a great range of family and people centred policies which helps to make working at Dalmuir Park a positive and rewarding experience.

I hope this application pack will inspire you to consider joining our team and being part of an organisation that puts people first.

Thank you for your interest and we look forward to hearing from you.

Anne Marie Brown

About Us

Dalmuir Park is a community Housing Association based in the heart of the Dalmuir area, West Dunbartonshire. We currently own and manage 690 homes across the local area including 2 sheltered housing complexes. We are also a registered property factor and provide factoring services to 154 owners.

Our talented organisation, made up of approximately 35 team members, is split across the areas of Customer Services, Finance & Corporate Services, Sheltered Housing and Out-of-School Care. As such, we have 3 main workplace locations including our office in the historic Beardmore House.

We hold a strong track record in creating positive relationships with our customers and our local community but we have ambitions plans to develop as an organisation. In order to continue providing high quality services which exceed expectations, we are encouraging our people to embrace technology, challenge the status quo and be innovative in their roles.

Our office and other locations are ideally situated on the western side of Glasgow, only a short drive from the Erskine Bridge. We have excellent public transport links to all our locations in being positioned along the main bus route and a short walk from Dalmuir train station.



Values



CUSTOMER FOCUSED - Empowering our people and customers to fulfil their potential. Customers are at the centre of our business decision-making process.



COMMITTED - Taking responsibility for our decisions and actions. We always do what needs to be done and we think carefully about every penny we spend.



COMMUNITY BASED - Understanding the needs and aspirations of others and mindful of our impact on people, communities, and the environment in everything that we do.



Why Join Us?

We are proud to be an Investors in People Gold status employer, underlying our commitment to placing our people at the heart of everything we do. As an employer of choice in our local community, there is no better time to be joining DPHA as we continue to thrive with our five-year business plan of growth and evolution.

One of our strategic objectives between 2024-29 is to “invest in our people to develop their talents and raise our performance”. We are ready to invest in individuals who are willing, ready to learn and hold a passion for what they do. We want energy and enthusiasm to help elevate DPHA and in return, we believe we can offer you a development journey worth consideration.

The successful candidate will join an experienced team of people, many of whom have developed their career with DPHA across several years.



People Benefits

Our workplace culture is built upon a foundation of employee health wellbeing. Ensuring that everyone at DPHA achieves a healthy work-life balance has been crucial to our success in recent times and we are committed to maintaining that. Whilst we consider this to be a vital benefit of joining us, some others perks are listed as follows:

- Health and Wellbeing Initiatives
- Social and Community Events
- Learning and Development Culture
- Counselling Service
- Family Friendly Policies
- Professional Membership Fees
- Enhanced Annual Leave



Role Details

Salary: TAS 3-4 £25,755.00 to £30,250.00 (depending on qualification)

Contract: Permanent Contract for both vacancies

Hours: Post 1: 14 hours & Post 2: 28 hours

The Role

- Your place of work will be at Nairn and Shaftesbury Street Sheltered Housing Complexes, Dalmuir.
- Annual leave entitlement of 8 weeks (pro-rata dependant on contractual hours) split between 25 annual leave days and 15 public holiday days.

Working Hours

- Your contracted hours are over Monday to Sunday
- The shift pattern is:
 - Dayshift 8am to 3.30pm
 - Backshift (Summer months) 2pm to 9.30pm / (Winter months 1pm to 8.30pm)

The Team

- You will join our Care Services Team and be line managed by our Care Services Manager.

The Rest

- All appointments are subject to satisfactory reference checks, PVG / Disclosure Scotland check.



JOB DESCRIPTION



Role Details

Job Title:	Support Worker	Service Area:	Care Service
Based:	Nairn / Shaftesbury Street complexes	Report to:	Care Services Manager
Grade:	TAS 3-4 (Dependent on qualifications)	Date Completed:	January 2026

Role Summary:

The Support Worker role provides a care at home service by supporting and assisting Sheltered Housing tenants. As well as facilitating activities and encouraging participation within and out with the complexes, the Support Worker will ensure the care and safety of vulnerable adults while liaising with our partners within the Health and Social Care Partnership (HSCP) and other agencies to promote independence for tenants within their own home.

The Support Worker is responsible to the Housing Support Assistant then the Care Manager and ultimately to the Chief executive and Board.

Role Responsibilities

Duties

- Carry out daily welfare calls.
- Carry out induction with new sheltered tenants at sign up (Sheltered Tenants Handbook).
- Facilitate Bi-monthly meetings with sheltered tenants.
- Provide personal care, medication and meal support when required.
- Facilitate tea/lunch clubs within the complexes

Care Service Standards and Quality

- Benchmark quality assurance procedures to the Health and Social care standards and SSSC codes of practise.
- Ensure that tenants are fully involved in care plans/risk assessments and that standards of case recordings are continuously achieved.
- Supervise/undertake care assessments and reviews as appropriate.
- Ensure effective communications with tenant families/carers and support workers within Health and Social Care Partnership (HSCP) and other agencies.
- Ensure that service users are fully consulted and involved in the design and implementation of activity programmes.

Administration

- Ensure that standards of the physical environment and communal areas are maintained to a high standard.
- Ensure service compliance with health and safety standards and undertake risk assessments as and when required.
- Attend care/staff team meetings as and when required.
- Provide out-of-office hours support where required.
- Ensure that stationery and cleaning supplies are maintained at appropriate levels.

Reporting

- Record and report any incidents, accidents, and identify notifications that have to be made to the Care Inspectorate.
- Report and record Safeguarding information (Adult protection disclosures).
- Update and review care plans for tenant's and update medication records.
- Complete tenant's individual risk assessment risk assessments.
- Be actively involved in the production of publicity materials.

- Follow and implement the principles within The General Data Protection Regulation (GDPR).

Health and Safety

- Follow fire evacuation procedures.
- Responsible for weekly health and safety checks.
- Ensure all chemicals are used and stored safely according to COSHH. regulations and ensure Data sheets obtained.
- Ensure the security of sheltered tenants keys.

Other

- Participate in fund raising events.
- Conduct work activities with due regard to their own health and safety and to that of other employees and other persons who may be involved.
- Always ensure confidentiality.
- Ensure that all DPHA procedures are adhered to in providing a high-quality care service at all times.
- Attend relevant training courses and seminars when required.
- Undertake any other duties directed by the Care Service Manager.

PERSON SPECIFICATION



Role Details

Job Title:	Support Worker	Service Area:	Care Services
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Grade:	TAS 3-4	Date Completed:	January 2026

QUALIFICATIONS

	Essential	Desirable
Educated to secondary school level	✓	
Level 2 in Health and Social Care (or equivalent)	✓	
SVQ 3 Health and Social Care Safeguarding of vulnerable adult		✓
First aid		✓
Health and Safety		✓
Food Hygiene		✓

EXPERIENCE/KNOWLEDGE

	Essential	Desirable
Experience of working in a social care environment or similar.	✓	
Experience of working with vulnerable clients/adults.		✓
Health and Social Care Standards 'my support my life' principles	✓	
SSSC Codes of Practise (SSSC)	✓	
Understanding of the role and functions of inspection bodies	✓	

SKILLS AND ABILITIES

	Essential	Desirable
Effective listening and communicating skills.	✓	
Good interpersonal skills.	✓	
Efficient organisational skills to meet deadlines.	✓	

Commitment to inclusion, Equal Opportunities and Anti-Discriminatory practice.	✓	
Experience of assessing care-needs, report writing and maintaining case files.	✓	
Ability to work well in a team, and on your own initiative.	✓	
IT skills (MS office-internet-e-mail-virtual meetings.	✓	
Dealing with sensitive information discreetly and confidentially.	✓	
Take appropriate action and report any disclosures that puts an adult at risk.	✓	
Prepare and take part in Care Inspection visits	✓	
Awareness of other services providers and organisations in the social care field.		✓
Understanding of the Risk Assessment process.		✓
Knowledge of funding sources.		✓

How to Apply

Please submit your CV, including contact details for your referees, and a covering letter detailing how you meet the essential criteria for the role to recruitment@dpha.org.uk.

You only need to apply once, you will be considered for both vacancies. If you are only interested in applying for one of the vacancies, let us know which one you are applying for in your covering letter.

The closing date for applications is
12pm on **Friday 13 February 2026**.

Following this, shortlisted candidates will be contacted and invited to attend a face-to-face interview with the panel, consisting of our Care Services Manager and Housing Support Assistant.

It is anticipated that interviews for the role will be held on 24 February 2026.

Thank you and good luck with your application.



Equality, Diversity and Inclusion

We are committed to building a diverse and inclusive workforce that reflects the community we serve. As an equal opportunities employer, we welcome applications from all individuals, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, recruitment@dpha.org.uk or call us on 0141 952 2447.

DALMUIR PARK HOUSING ASSOCIATION

Equal Opportunities Monitoring Form



Post applied for: Support Worker

We are committed to equal opportunities in employment ensuring that no job applicant or employee receives less favourable treatment because of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.

If you wish to assist us in achieving a diverse workforce, and advertising our vacancies appropriately, please complete the following questionnaire. If you do not wish to complete the form, this will have no bearing on any selection decisions.

All information will be treated in the strictest confidence, processed anonymously and separately from any application form you submit. The information will not be provided to or shared with the shortlisting or interview panel.

Ethnic Origin

Please select the appropriate box to indicate your ethnicity

White

English	<input type="checkbox"/>	Scottish	<input type="checkbox"/>	Welsh	<input type="checkbox"/>
Northern Irish	<input type="checkbox"/>	Irish	<input type="checkbox"/>	British	<input type="checkbox"/>
Gypsy or Irish Traveller	<input type="checkbox"/>				
Any other White background, please state:					

Asian or Asian British

Indian	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>
Chinese	<input type="checkbox"/>				
Any other Asian background, please state:					

Black, African, Caribbean or Black British

African	<input type="checkbox"/>	Caribbean	<input type="checkbox"/>		
Any other Black, African or Caribbean background, please state:					

Mixed or Multiple Ethnic Groups

White and Black Caribbean	<input type="checkbox"/>	White and Black African	<input type="checkbox"/>	White and Asian	<input type="checkbox"/>
Any other Mixed or Multiple ethnic background, please state:					

Other Ethnic Group

Arab	<input type="checkbox"/>	Arab Scottish/British	<input type="checkbox"/>		
Any other Ethnic Group, please state:					

Prefer not to say ☐

DALMUIR PARK HOUSING ASSOCIATION

Equal Opportunities Monitoring Form



Gender

Male ☐

Female ☐

Prefer not to say ☐

Prefer to self-describe, please provide details:

Sexual Orientation

Heterosexual / Straight ☐

Gay / Lesbian ☐

Bi-Sexual ☐

Prefer not to say ☐

Prefer to self-describe, please state:

Religion

I would describe my religious background / belief as:

Age

16-24 ☐ 25-34 ☐

35-44 ☐ 45-54 ☐

55-64 ☐ 65+ ☐

Prefer not to say ☐

Disability

Do you consider yourself to have a disability? Yes ☐ No ☐

If yes, what is the effect or impact of your disability on your work? Please state: