

# Job Profile

Position Details	
Post	Welcome Worker
Service Area	Adults & Health/Strategic Commissioning/Housing Related Support Team/Mulberry Junction
Reports to	Mulberry Junction Manager
Grade	SC4
Job Family	

Role Purpose
<p>The role will act as initial point of contact when welcoming people and services to Mulberry Junction, the Council's resource centre for single people in Haringey affected by, or at risk of homelessness. The Welcome Worker will be part of a team whose overall aim is to tackle rough sleeping, reduce homelessness and help people achieve their personal goals by providing a range of housing, health and wellbeing support at Mulberry Junction</p> <p>By providing support with a range of administration and communication tasks and making the physical environment welcoming and fit for purpose, the Welcome Worker will ensure the smooth and well-organised operating of the space for all those who use it.</p>

Main Responsibilities
<ol style="list-style-type: none"><li>1. To be the first point of contact for individuals entering Mulberry Junction, providing a welcoming and organised environment</li><li>2. To manage telephone, email and face to face communication with all people accessing the service, which includes professionals and members of the public seeking help</li><li>3. Provide non-judgemental and empathetic communication that recognises and reduces the distress and anxiety that people facing homelessness are likely to experience</li><li>4. To report repair issues to appropriate internal teams and contractors and manage repair records to ensure the environment is safe</li><li>5. To manage ordering of consumable items for daily use, such as stationary and cleaning products, including maintaining accurate stock management records</li><li>6. To assist in the preparation and management of a timetable of events and activities held within Mulberry Junction ensuring material is advertised and accessible</li><li>7. To coordinate appointments, activities and bookings using online calendars and shared diaries to support all co-located services use the space effectively</li><li>8. Monitor and maintain health and safety as directed by risk assessments and policies to ensure a clean and safe physical environment for those accessing or working from Mulberry Junction</li></ol>

9. To minimise incidents of conflict between service users and/or staff by providing clear information about appointment and opening times, what is available at the service and where other help can be offered.
10. Promote the rights and responsibilities of people who access Mulberry Junction, in particular making sure people know what is expected of their behaviour and attitude towards others when they are using the space.
11. To take a proactive role in promoting awareness of the service with the community, agencies and single people at risk or affected by homelessness
12. To identify and work with a range of agencies to ensure staff and guests have access to relevant services including both statutory and non-statutory support and community resources.
13. To identify and appropriately apply relevant safeguarding, domestic violence and health and safety policies as they apply to the personal circumstances of those accessing services.
14. To attend regular learning, supervision and appraisal sessions as agreed with your line manager.
15. To participate in group reflective practice and whole service team meetings, contributing ideas and solutions that enable Mulberry Junction to run smoothly and achieve its outcomes

Generic Responsibilities
<ol style="list-style-type: none"> <li>1. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements.</li> <li>2. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.</li> <li>3. Knowledge and experience of using IT (Microsoft Office, Outlook and database systems)</li> <li>4. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role across locations of HRS operational services</li> </ol>

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
1. Personal experience or understanding of the issues affecting single homeless people or those at risk of homelessness	E
2. Strong interpersonal skills and ability to communicate clearly and positively with individuals and teams	E
3. Ability to work proactively and respectfully to reduce distress and conflict whilst maintaining boundaries	E
4. Good personal organisation with the ability to plan and prioritise own work as well as in partnership with other teams or services	E
5. Ability to maintain enthusiasm for a high level of contact with a variety of different people on a day to day basis	E

6. Knowledge and commitment to co-production and service user involvement in the design and operations of services	D
7. Familiarity with IT applications including Microsoft Office and keyboard skills	D
8. The ability to use initiative and solve problems by identifying action required and taking appropriate measures	D
9. Commitment to personal learning and development that contribute to effective service delivery	D

Main Contacts & Other Information
<p><u>Main Contacts:</u></p> <p>Navigators  Housing Needs Team  Mulberry Junction Manager  Making Every Adult Matter Systems Navigator  Outreach Team  Community Safety Teams</p> <p><u>Other Information:</u></p> <p>DBS check required</p>