

Job Profile

Position Details	
Post	Project Worker
Service Area	Adults & Health/Strategic Commissioning/Housing Related Support Team/HRS Operations/Ermine and Hale
Reports to	Service Manager (Ermine and Hale)
Grade	SC5
Job Family	

Role Purpose
<p>As a Project Worker you will provide practical support to people living in the new Ermine Road supported housing service. This means delivering face-to face, virtual and telephone-based support work to secure positive housing, health, employment and wellbeing outcomes for people affected by homelessness.</p> <p>You will support people to explore their strengths, goals and challenges through comprehensive safety planning and key working. You will work with people to identify their personal aims and support them to turn these into practical action. You will be responsible for supporting people to understand their rights and responsibilities to maintain their accommodation. You will work in partnership with other colleagues and agencies to help residents move on when their two year stay at the service ends.</p> <p>To do this you will be a proactive part of a multi-agency team of professionals, including housing, health and community services from across the borough. You will attend meetings, learning events, reflective practice sessions and case reviews representing the people you support and the Council.</p> <p>You will be based at the Ermine Road supported housing service but will occasionally work in other Council-delivered supported housing services within the borough as required.</p>

Main Responsibilities
<ol style="list-style-type: none"> 1. To manage telephone, email and face to face communication with people living in the Ermine Road community and relevant professionals and members of the public seeking help. 2. Provide non-judgemental and empathetic communication that recognises and reduces the distress and anxiety that people facing homelessness are likely to experience. 3. Provide high-quality support, information and signposting to clients that focuses on their strengths and goals and is delivered in a way that suits them and within a framework of active engagement, positive risk taking and person-centred planning. 4. To carry out comprehensive client assessments, identifying priorities and ongoing need, risk and assets including establishing move on options.

5. To assist people in making successful claims for housing benefit, welfare benefits, EU Settled Status and/or in work benefits as appropriate.
6. Organise and undertake formal and informal key working activities in a way that effectively encourages engagement and promotes opportunities for ongoing support for clients.
7. Liaising with other pathway services and accommodation providers to ensure people have a good quality, welcoming and safe place to live.
8. To promote health and wellbeing services and activities including Mental Health, GP and including Covid-19 specific interventions, making referrals where appropriate.
9. To keep abreast of current housing legislation, welfare benefit legislations and other matters relevant to successful support and move on of clients.
10. To identify and work with a range of agencies to ensure all clients have access to relevant services including both statutory and non-statutory support and community resources.
11. To support and encourage clients to undertake housekeeping and cleaning duties as necessary and challenge behaviours that negatively impact on others in order to maintain a clean and safe physical environment.
12. Ensure accurate recording and management of information about service users, activities and outcomes to support monitoring and evaluation of the services aims.
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.

Generic Responsibilities
1. To maintain a high standard of record keeping, including keeping case management and financial and administrative systems up to date and accurate, in line with relevant policies.
2. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements.
3. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
4. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.
5. To cover for other members of the team as necessary across the Housing Related Support services as required

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
1. Personal experience or understanding of the issues affecting vulnerable homeless people or those at risk of homelessness	E
2. Understanding and commitment to working responsively to support individuals plan and realise their aspirations and strengths	E

3. An ability to work proactively and respectfully to reduce distress and conflict whilst maintaining boundaries and ensuring consistency in complex and difficult situations	E
4. Understanding of and commitment to following relevant safeguarding, Health & Safety and Domestic Violence policies	E
5. Excellent written and spoken English with the ability to communicate effectively using telephone, face to face, written and electronic methods.	E
6. Work collaboratively with the Housing needs and Pathway teams, providers and other stakeholders to maximise the prompt take up of move on accommodation.	D
7. To recognise the need for and commitment to self- care and recognised support mechanisms due to the intensity of the work	D
8. Undertake self-learning and team-based development opportunities to continuously inform practice	D
9. Knowledge and commitment to co-production and service user involvement in the design and operation of services	E
10. Knowledge and experience of using IT (Microsoft Word, Outlook, Excel)	E
11. Ability to work shifts including evenings and weekends; 7 days a week.	E
12. Willingness to work flexibly in response to changing service requirements.	E

Main Contacts & Other Information
<p><u>Main Contacts:</u></p> <p>Mulberry Junction Manager</p> <p>Covid-19 Deputy and Service Managers</p> <p>HRS Control Room</p> <p>Hale Road Deputy Service Manager</p> <p>Rough Sleeping Street Outreach Team</p> <p>Housing Needs Service</p> <p>Pathway Team</p> <p><u>Other Information:</u></p> <p>This position requires the postholder to undergo a DBS (Disclosure and Barring Service) check.</p>