

# Job Profile

Position Details	
Post	Project Worker (Homelessness)
Service Area	Adults & Health/Strategic Commissioning/Housing Related Support Team/Mulberry Junction
Reports to	Hale Road Manager
Grade	SC5
Job Family	

Role Purpose
<p>As a Project Worker, you will carry out comprehensive client assessments; facilitating the rapid reconnection and move on of rough sleepers and homeless single adults. You will work with clients to identify their personal aims, ambitions and support them to turn assessments into practical action plans.</p> <p>You will also be working in partnership within a multidisciplinary team of support, specialist and external partners to ensure the service is a key resource in the work to tackle rough sleeping and homelessness.</p> <p>You will be responsible for supporting the working shift pattern at the service; 7 days a week whilst holding a case load of clients.</p>

Main Responsibilities
<ol style="list-style-type: none"> <li>1. Provide high-quality support, care and advice 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.</li> <li>2. To carry out comprehensive client assessments, identifying priorities and ongoing need, risk and assets including establishing move on options.</li> <li>3. To assist clients in making successful claims for housing benefits, welfare benefits and/or in work benefits as appropriate.</li> <li>4. Organise and undertake formal and informal key working activities in a way that effectively encourages engagement and promotes opportunities for ongoing support for clients.</li> <li>5. Working as part of a team responsible for the day to day management of the hostel/ housing, and alongside clients, to provide a high quality, positive and safe place to live.</li> <li>6. To keep abreast of current housing legislation, welfare benefit legislations and other matters relevant to successful support and move on of clients.</li> <li>7. Work collaboratively with people and services to secure positive housing and wellbeing outcomes for single homeless adults.</li> </ol>

8. 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.
9. To support and encourage clients to undertake housekeeping and cleaning duties as necessary in order to maintain a clean and safe physical environment.
10. Ensure accurate recording and management of information about service users, activities and outcomes to support monitoring and evaluation of the services aims.
11. 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.
12. To ensure that rental income is maximised by filling voids promptly and in line with the project's policy.
13. To carry out premise's inspections, and health and safety inspections and tests, ensuring prompt and accurate record keeping and appropriate follow up of issues.

Generic Responsibilities	
1.	To keep accurate records and statistics on referrals, service outputs and outcomes etc. To maintain a high standard of record keeping in the office and keep all financial and administrative systems including client files in the office in an accurate and up-to-date manner in line with policy.
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.

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>Hale Road Deputy Service Manager</p> <p>Hub Manager</p> <p>Rough Sleeper 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>