

Job Profile

| Position Details | |
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| Post | Welcome Worker |
| Service Area | Adults & Health/Strategic Commissioning/Housing Related Support Team/Mulberry Junction |
| Reports to | Mulberry Junction Manager |
| Grade | SC3 |
| Job Family | To be completed by HR |

| Role Purpose |
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| <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 |
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| <ol style="list-style-type: none"> 1. To be the first point of contact for individuals entering Mulberry Junction, providing a welcoming and organised environment 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 3. Provide non-judgemental and empathetic communication that recognises and reduces the distress and anxiety that people facing homelessness are likely to experience 4. To report repair issues to appropriate managers and contractors and manage repair records to ensure the environment is safe 5. To manage ordering of consumable items for daily use, such as stationary and cleaning products, including maintaining accurate stock management records 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 7. To coordinate appointments, activities and bookings using online calendars and shared diaries. 8. Maintain a clean and safe physical environment for those accessing or working from Mulberry Junction |

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 attend regular learning, supervision and appraisal sessions as agreed with your line manager.
13. 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

1. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements.
2. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
3. Knowledge and experience of using IT (Microsoft Office, Outlook and database systems)
4. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

| 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 |

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|--|---|
| 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 |
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| <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> |

Additional Information

Please complete the additional information as fully as you can.

| Supervision / Management of People | | | | |
|--|---------------|---------------|----------------|---------------|
| Please indicate which group best describes the total number of staff the post holder is responsible for: | | | | |
| None | Up to 5 staff | 6 to 15 staff | 16 to 49 staff | 50 plus staff |
| X | | | | |
| Are the staff based at the same work location? | | | | N/A |
| Will the post holder be responsible for contract / agency / project staff? | | | | N/A |

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis.

If Yes, please provide an estimate of the % of their working day this involves.

| Work Environment | | | | | |
|---|--------|------------------|--|--------|------------------|
| Activity | Yes/No | % of working day | Activity | Yes/No | % of working day |
| Office duties. | X | 60 | Use of a computer. | X | 60 |
| Audio typing. | N | | Crisis or conflict situations. | X | 10 |
| Walking more than a mile. | N | | Manual handling. | N | |
| Working alone or in isolation. | N | | Working in confined spaces. | N | |
| Driving a car, van or minibus. | N | | Preparing or serving food. | N | |
| Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B. | X | | Working in awkward positions, e.g. stooping, bending, reaching. | N | |
| Exposure to substances hazardous to health, including lead, asbestos or radioactive substances. | N | | Operating heavy or hazardous machinery including forklifts, diggers or cranes. | N | |
| Regular and repetitive movements. | X | 60 | Working shifts / unsocial hours, nights. | N | |
| Outdoor work involving uneven surfaces. | N | | Standing or sitting for prolonged periods. | X | 60 |

| Activity | Yes/No | % of working day | Activity | Yes/No | % of working day |
|--|--------|------------------|---|--------|------------------|
| Working shifts / unsocial hours / nights. | N | | Working at heights / on ladders, roof work. | N | |
| Teaching, or responsibility for, children. | N | | Outdoor work involving extremes of temperature. | N | |
| Electrical hazards. | N | | Control and restraint. | N | |

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| Resources – identify & list personal and identifiable accountability for physical and financial resources including those of clients: |
| No |
| Cash/Financial Resources - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability: |
| No |
| Plant/Equipment - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability: |
| No |
| Stocks/Materials - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability: |
| No |
| Data Systems - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations: |
| No |
| Buildings - Is the post personally accountable for the proper use and safekeeping of buildings? If yes, please indicate the type of building(s) concerned and the nature of the accountability: |
| Yes- role will be required to open the units at 332-334 to the service users in the morning, with support of another staff member |