

## JOB DESCRIPTION

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<b>Job Title:</b>	<b>Project Worker</b>
<b>Directorate:</b>	<b>Dependent on service</b>
<b>Location:</b>	<b>Dependent on service</b>
<b>Reporting to:</b>	<b>Project Manager</b>
<b>Responsible for:</b>	<b>N/A</b>

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## PURPOSE OF THE JOB

The Project Worker has responsibility for :

- Leading and coordinating the support for allocated clients.
- The running of the project when on shift, including responding to emerging issues from all clients, contributing to their ongoing support and dealing with incidents.

They are responsible for:

- Providing practical and personal support to clients in a way that is approachable, engaging, flexible and caring.
- Working together with clients to identify their personal aims and ambitions, and support them to make and carry out plans towards achieving them.
- Ensuring the client can identify and access relevant services.
- Liaising with other statutory and voluntary agencies to ensure the appropriate support for clients.
- 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.
- Undertaking a range of procedural and administrative tasks relating to client work, housing management and health and safety, in line with St Mungo's policies and procedures, and in compliance with legal requirements.

## KEY RESPONSIBILITIES

### 1. Assessment and Case Work

- 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.
- To conduct desktop and formal face to face interviews with prospective clients.
- To induct new clients in line with the project's policy.
- To assist clients in making successful claims for housing benefits, welfare benefits and/or in work benefits as appropriate.
- Organise and undertake formal and informal key working activities in a way that effectively encourages engagement, and promotes opportunities for ongoing support for clients.
- To work with clients in producing person centred support plans, ensuring that case reviews are

carried out and that support plans are implemented and adequate case records are maintained.

- To assess factors which could impact on the safety of clients or others, and to develop a management plan with the client and other services delivering relevant support.
- 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.
- To accompany clients to visits and other services where appropriate.
- To update St Mungo's client database with all relevant information.
- To complete onward referrals to identified move-on and support clients to prepare effectively for move on.
- To support and encourage clients to undertake housekeeping and cleaning duties as necessary in order to maintain a clean and safe physical environment.
- Develop and implement opportunities for individuals and groups of clients to help them build and engage in their community (both within the service and in the wider St Mungo's).
- To participate effectively in the service's relationship building with neighbours and stakeholders.

## **2. Cover for Reception / Duty Worker role**

- Depending on the nature of the project, provide a welcoming, accessible reception service for clients and other callers. As part of this covering a range of reception tasks, including dealing with phones, post and all other reception enquiries.
- To deal with the immediate support needs of clients as appropriate, providing crisis intervention where necessary.
- To support colleagues in diffusing difficult or dangerous situations and to summon outside assistance when necessary.
- To challenge disruptive or unacceptable behaviour in a sympathetic and assertive way, balancing the needs of the individual with responsibilities for the safety of the service
- To issue behaviour agreements, warnings, exclusions and eviction notices in line with St Mungo's policy.

## **3. Housing management, financial and administrative duties**

- To ensure that rental income is maximised by filling voids promptly and in line with the project's policy.
- To liaise with Housing Benefit and the Department of Work and Pensions to ensure that clients and the Hostel receive all monies due to them.
- To keep accurate daily records of petty cash, service charges and other hostel/project monies.
- To maintain a high standard of record keeping and keep all financial and administrative systems up-to-date and in line with policy.
- To ensure that all written work both for internal and external use is of a high standard.
- To participate in taking Housing Benefit forms directly to the housing benefit office as needed.
- To carry out premises inspections, and health and safety inspections and tests, ensuring prompt and accurate record keeping and appropriate follow up of issues.

- To respond promptly to reports of maintenance problems, ensuring follow up as appropriate, and in line with St Mungo's policies.

#### **4. General**

- To keep abreast of current housing legislation, welfare benefit legislation and other matters relevant to successful support and resettlement of clients.
- To represent St Mungo's and the Project externally at meetings, open days and events, as requested.
- To adhere to St Mungo's Policies and Procedures at all times.
- To cover for other members of the team and division as necessary.
- Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- To attend shift handover meetings, weekly Team Meetings, team review days and other meetings as agreed with the Assistant Manager and/or Project Manager. To chair and take minutes of meetings, as requested.
- To work on a shift rota in line with local working practice.

This job description covers the current range of duties and will be reviewed from time to time. It is St Mungo's aim to reach agreement on changes, but if agreement is not possible, St Mungo's reserves the right to change this job description.

## **PERSON SPECIFICATION**

### **Project Worker**

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**Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or covering letter to demonstrate your capabilities in relation to each point listed under essential requirements in the person specification. Where relevant use your answers to illustrate how your competences have helped you achieve positive results. This will give you the best possible chance of being shortlisted.**

#### **ESSENTIAL REQUIREMENTS**

##### **Experience**

- 1 Helping vulnerable people to identify personal goals and supporting them through a process of change.
- 2 Managing complex and difficult situations in relation to people.
- 3 Liaising with and co-ordinating the work of a number of individuals and/or agencies to achieve effective outcomes.
- 4 Personal experience of homelessness or a sound understanding of the issues faced by homeless or vulnerably housed people and the difficulties they experience in accessing services that are fully responsive to their needs.
- 5 Using a range of computer software applications, including databases and Microsoft Office
- 6 Maintaining effective records and using office systems/procedures.

##### **Skills, Knowledge and Abilities**

- 7 Ability to maintain enthusiasm for a high level of contact with clients on a day to day basis and a non-judgemental approach to working with homeless people.
- 8 Understanding of the support needs of people with low incomes, including rent payments/arrears

- and professional boundary issues.
- 9 Excellent written and spoken English with the ability to communicate effectively using telephone, face to face, written and electronic methods

**The following are required of all roles with St Mungo's. However, you do not need to address these in your application.**

- An understanding of and commitment to Diversity & Equality.
- Willingness and ability to work shifts including evenings, weekends, bank holidays including Christmas Eve/Day and New Years Eve/Day.
- Willingness to work flexibly in response to changing organisational requirements.

**In the selection testing/interview process, we will be assessing candidates against the following competencies:**

COMPETENCY	PRIMARY INDICATORS
<b>Improving and Innovating</b>	<input type="checkbox"/> Is client and customer focused. <input type="checkbox"/> Is open to new ideas, improvement and change. <input type="checkbox"/> Handles situations and problems with innovation and creativity. <input type="checkbox"/> Shows commercial and financial awareness.
<b>Interacting and Influencing</b>	<input type="checkbox"/> Takes responsibility and demonstrates values-driven leadership. <input type="checkbox"/> Shows self-awareness. <input type="checkbox"/> Works well with other people. <input type="checkbox"/> Collaborates and networks effectively internally and externally. <input type="checkbox"/> Shows sound communication and influencing skills.
<b>Understanding and Doing</b>	<input type="checkbox"/> Able to find and analyse relevant written and numerical information and use it to make sound judgements. <input type="checkbox"/> Able to think strategically. <input type="checkbox"/> Demonstrates the necessary technical skills and aptitudes at the level that are required for the role. <input type="checkbox"/> Has good writing skills at the level required for the job. <input type="checkbox"/> Plans, organises and manages time well. <input type="checkbox"/> Demonstrates compliance and accountability.
<b>Involving and Including</b>	<input type="checkbox"/> Builds client/stakeholder involvement into all activities. <input type="checkbox"/> Aware of own level of cultural competence and proactively seeks to develop. <input type="checkbox"/> Actively promotes equality, diversity and inclusion among colleagues and clients.
<b>Managing and Empowering (for managers only)</b>	<input type="checkbox"/> Builds a high performing team. <input type="checkbox"/> Provides staff with clear direction and support. <input type="checkbox"/> Motivates, supports, enables and promotes the wellbeing of their team. <input type="checkbox"/> Manages the operational aspects of their function efficiently. <input type="checkbox"/> Implements plans, strategies and services effectively. <input type="checkbox"/> Actively contributes to service growth.