

**Post:
Needs)**

Project Worker (Complex

Delegated Authority

Level 7

Location:

C.N Accommodation services

Responsible to:

Service Managers

Responsible for:

N/A

Job Purpose

As Project Worker Complex Needs, you will work creatively and collaboratively with adults who have experience of homelessness and/or Rough Sleeping. You will provide an effective high quality support service in an accommodation setting, working with clients facing Multiple Disadvantage, and living with complex needs.

SHP's aim is to improve outcomes for service users both within the service and by enhancing their ability to utilise external specialist, statutory and community services.

The support you provide will ensure that clients are able to:

- Access and sustain their accommodation within our services
- Access and feel safe in engaging with specialist support in relation to their needs (i.e., substance use, health, mental health, complex trauma, offending, street activity}
- Access primary health care, and improving their wellbeing and process of recovery.
- Access work, training, and other opportunities,
- Be supported by, and be active in, their community
- Develop and maintain positive personal relationships

You will be part of a dynamic team in a hostel setting, holding a caseload of clients with the opportunity to draw on specialist roles within the team, the organisation more broadly, and working in tandem with specialist external agencies. Your ability to forge meaningful relationships will provide the basis of the work to empower your clients, helping them to engage with a range of community resources and build a robust network of support.

Key Accountabilities

Day to day shift delivery

Contribute to the effective day to day shift cover that supports the aims of the Service, safeguards residents and responds flexibly to the immediate presenting needs of clients.

Participate in the service's rota system.

Referral, Assessment, Support Planning, and Case Work

- From the point of the referral assessment process, be sensitive to the fact that clients may be ambivalent about taking up support and may have had difficult prior experiences within services.
- To work in partnership with the client and any agencies involved in their support, to ensure assessed needs are translated into support plans that are person-centred, trauma informed and enable progression
- To ensure that regular reviews are carried out, that risk assessments and support plans are implemented and accurate and up to date case records are maintained.

Assessing and Managing Risk

- To assess risk and develop risk management strategies with the client, specialist professionals working with the client, and other relevant agencies.
- To minimise risks to clients by identifying, reporting, and following up any safeguarding concerns and incidents.

Safeguarding

- Ensure all SHP (Single Homeless Project), host borough and national safeguarding procedures are adhered to.
- Using specialist knowledge of substance use, mental health, and other needs areas, contribute to risk assessment and risk management, and the raising of alerts in respect of children and vulnerable adults.

Partnership working

- To work in partnership with other SHP departments and external agencies to ensure that client needs are assessed and addressed appropriately
- To work with a range of agencies to ensure all clients have access to relevant statutory and non-statutory services
- To take personal responsibility for a professional approach that enhances the reputation of the service both internally and externally.

Housing Management

To contribute to the project's income through the minimisation of void loss and arrears by:

- To ensure that new residents understand their rights and responsibilities, are made to feel comfortable and are given full information and are inducted into their new accommodation.
- Ensuring key clients' income is maximised by accessing appropriate benefits, supporting to acquire budgeting skills, and set up bank accounts
- Monitoring occupation charge accounts and addressing arrears with clients before they accumulate.
- Prepare void rooms for letting within agreed target times and efficiently process referrals by carrying out initial needs assessments and interviews.

Health & Safety

- To be aware of key roles and responsibilities under organisational H&S policy and the law around H&S at work to ensure the safety of residents, colleagues, contractors, and other visitors at all times.
- To take responsibility for the safe working of self and others and to ensure local procedures around Lone Working and Fire are followed at all times.
- To carry out room and building checks and to report and follow up all hazards/repairs/maintenance issues in a timely fashion.

Information Management

- In line with SHP's Client Contact Recording Policy and procedure, record all client contacts appropriately and accurately
- Contribute to service delivery and evaluation by ensuring relevant files and recording systems are up to date, and that key performance information is correctly recorded

Service User Involvement and Peer-Led Activities

- Involve service users in the co-production of the service by actively gathering service user feedback and promoting client involvement in service review and development
- Participate in the development and delivery of SHP and service user involvement initiatives
- Support client peers to make recovery visible in the schemes and, where appropriate, to co-deliver activities.
- Support clients that may be ready to move into work, education, or training by assisting them to access suitable courses or placements.

Teamwork and Personal Development

- Compliment and support the work of the service through full participation in handovers, team meetings, supervision, performance reviews and training
- Take personal responsibility for own ongoing development and learning

Miscellaneous

- Work flexibly across sites as duties require
- Undertake additional tasks and responsibilities as reasonably directed by a manager
- Keep abreast of developments within the field

Technical and Professional Know-How required for Effective Performance

When completing your supporting statement, you will be required to address (using examples) some of the points within the box below.

Experience

- Helping people to identify personal goals and supporting them through a process of change
- Managing challenging situations in relation to people, including responding calmly to crisis and deal promptly, effectively and safely to complex situations.
- Working in partnership with a range of individuals/agencies to coordinate activities and achieve positive outcomes

Skills, Knowledge, and Abilities

- Ability to maintain motivation for a high level of contact with clients on a day-to-day basis
- A non-judgemental approach to working with multi-disadvantaged / complex needs clients and to promote a strengths-based approach.
- Knowledge of financial support available to clients to ensure income maximisation, rent payment, and increased financial resilience.
- Understanding of professional boundaries and their importance when delivering trauma-informed support.
- Familiarity with IT applications and basic keyboard skills and the ability to maintain accurate records and manage own administrative tasks
- Strong team-working and interpersonal skills, maintaining a collaborative approach to delivering service objectives across work specialisms.
- Strong time management skills, ability to work on own initiative, manage competing priorities and maintain high standards.

Working practices

- Be expected to operate primarily in your supported accommodation service, as well as some off-site work duties; to facilitate client appointments and conduct professional meetings.
- Willingness and ability to work on a rota system of early and late shifts, which may include some variable hours including some evenings and weekends.

The following are required of all roles within SHP. However, you do not need to address these in your application.

- An understanding of and commitment to Equality, Diversity, and Inclusion
- Willingness to work flexibly in response to changing organisational requirement

Competencies Required For Effective Performance:

| Competency | Example | Level |
|---|--|-------|
| Analytical Thinking (The ability to give proper consideration to problems and to come up with good solutions.) | What this looks like in practice Gathers the required information to solve problems <ul style="list-style-type: none"> Steps back from the problem and thinks about what information is required Collects the information required to solve the problem Draws upon and learns from previous experiences of self and others Organises the information in a logical way | 1 |
| | Sifts and analyses information <ul style="list-style-type: none"> Processes information quickly and draws accurate conclusions Breaks down problems into their parts, identifies cause and effect Makes accurate deductions Evaluates whether arguments or cases are complete or sound Challenges incorrect information or discrepancies Reflects on what they've done and learns from it | 2 |
| Commitment and Drive (The ability to take the initiative and achieve targets and results) | Is conscientious and professional <ul style="list-style-type: none"> Meet targets and deadlines Do what they say they are going to do Prepares properly for meetings and events Complies with defined policies and procedures Understands the need to evidence what we do Completes paperwork and reports in line with standards | 1 |
| | Is proactive and solution focused <ul style="list-style-type: none"> Is enthusiastic and positive in what they do Do things before they need to be told Find solutions for themselves Knows when to make decisions and when to seek support from others Is flexible and adapts response according to the situation while working within. SHP policies and procedures | 2 |
| Efficiency and Effectiveness (The ability to plan and organise work so that deadlines, targets and standards are met) | Organises own work <ul style="list-style-type: none"> Thinks ahead about what needs to be done Sets clear priorities for work Shows good attention to detail; checks work for accuracy Keeps files and other paperwork up to date Knows where to find things | 1 |
| Teamworking (The ability to work cooperatively and supportively with their | Supports and considers others <ul style="list-style-type: none"> Does their fair share Is flexible and is prepared to help with things which are outside their own role Sees when others are struggling and offers help | 1 |

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| own team and other teams across SHP) | <ul style="list-style-type: none"> Owns their decisions and does not pass the buck Actively contributes to team meetings Shares knowledge and ideas with colleagues Actively supports other teams across SHP Promotes SHP as an organisation inside and outside the organisation | |
| Effective communication (The ability to communicate with others in a cooperative and sensitive way.) | Communicates clearly <ul style="list-style-type: none"> Can talk to different types of people effectively Checks that they have been understood Speaks to people in a respectful and courteous manner Respects and takes into account cultural differences Uses appropriate body language Writes clearly and concisely Uses appropriate methods of communication | I |
| Resilience (The ability to deal with situations with clients and colleagues with confidence.) | Is self aware <ul style="list-style-type: none"> Takes time to reflect on actions and behaviours and learn from them Admits when they make mistakes and learns from them Has the confidence to review what works and does not work Is aware of their own strengths and areas for development Takes responsibility for their own learning | I |
| Putting the Customer First (The willingness and ability to deliver the best possible person centred service to our customers - customers may be service users, RSLs, statutory bodies, colleagues in other departments etc.) | Builds effective relationships with customers <ul style="list-style-type: none"> Makes themselves available for the customer Treats people with respect and courtesy Explores with customers their specific needs Is very clear with boundaries – the customers at their own Recognises that SHP exists to provide a service to our customers | I |
| | Finds positive solutions to meet customer needs <ul style="list-style-type: none"> Actively seeks and offers alternative ways of meeting customers needs Is responsive to customer problems, and works with them to resolve problems promptly. Foresees problems rather than waiting for them to happen Asks for feedback from customers about the service provided, and acts on it Establishes effective working relationships with other agencies to meet customer needs Knows when to refer on to other agencies | 2 |

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| Embracing Change and Innovation (The willingness and ability to adapt to changing circumstances and come up with new and innovative ideas.) | Responds positively to change <ul style="list-style-type: none"> ▪ Sees the positive aspects of change ▪ Is flexible and adapts easily to new requirements ▪ Is willing to learn and to take on new skills ▪ Offers constructive alternatives if they disagree with a change | I |
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