



Everyone deserves
a safe place to
call home.

Company Limited by Guarantee number 1741926
Charity Number 287779
Registered in England as Single Homeless Project



Single
Homeless
Project

Job title:	Trainee Project Worker
Delegated Authority:	Level 8
Team:	SHP Client Services
Responsible to:	Service Manager/ Team Manager
Responsible for:	Not Applicable

Job purpose



As a Trainee Project Worker, you will be based within one of our services – however during the first year of working you may be given the opportunity to develop your experience by varying your role across our other sites within London.

You will form part of a multi skilled team which will be working consistently within SHP's policy and procedural framework. You will provide a focussed, flexible & responsive service to the clients you support.

Trainees will take part in all aspects of the day to day running of the schemes. Your development plan will include objectives that enable you to develop the skills to work with Client affectively; you will learn how to provide support via structured key working.

You will learn how to carry out assessments including risks. All plans will aim to promote SHP's values and practices and will support clients to live safe, healthy and independent lives, whilst preparing them for move on.

The role will form a pivotal position within the schemes as Project workers are the point of contact for daily events. This might include structured group work, you will also support the project leads with activities and support case-holders to carry out allocated tasks.

Key accountabilities

Day to Day Shift Delivery

- To provide effective day to day shift cover that supports the aims of the project and encourages the full participation of clients.
- Ensure that safeguarding and addressing the immediate needs of the young person is paramount to service delivery.
- Day to day engagement and working with client including; accompanying to significant appointments, building relationships, helping and encouraging with homework.
- Supporting to ensure that events of significance are managed e.g. rent/service charge payments, attending statutory appointments in order to comply with treatment or criminal justice requirements.
- Motivating and coaching clients to attend appointments / engage in activities. Trainee Project Worker YP Services.
- One to one coaching in relation to life skills, e.g. budgeting, food and nutrition, tenancy management tasks etc.
- Undertaking tasks as assigned by shift handover.

Implementing Support

- Working to ensure maximisation of income for client and the service, including the regular review of benefits for clients.
- Move in - supporting clients with the processes of moving into the scheme.
- Move in - ensuring that all practical issues in relation to the accommodation are addressed such as pre-screen for risks, matching data based on current lists and intelligence.
- Completing all relevant forms and applications with clients.
- Supporting clients to research & access the variety of resources available to them specific to their individual needs and interests.
- Move on - ensuring that information necessary for clients to be successfully referred into other services is available and forwarded on.
- Complete PURF's & attend and advocate at move on assessments.
- Facilitating the use of IT equipment by clients, ensuring they receive appropriate support where needed.
- Through coaching and 1:1 support building the clients abilities and confidence to carry out tasks for themselves, focusing on the skills that support independent living.

Information Management

- Identifying information to fully inform the assessment and support planning process.
- Recording all activities and outcomes on Inform database.
- Assisting with the administration of referrals into the service.
- In line with SHP's Client Contact recording policy and procedure, to record all client contacts appropriately and accurately on the client database.
- To adhere to SHP's confidentiality and data protection procedures.
- To record needs and risk assessments on SHP's systems in line with recording procedures and timescales. Trainee Project Worker YP Services.

Networking, Liaison and Brokering

- To establish and maintain good links with local statutory and voluntary agencies and other community resources.
- To develop and broker opportunities for clients with individual grant giving charities or specialist agencies to support clients particularly in relation to move on options and accessing primary and other healthcare services.

Social Inclusions/Meaningful Occupation

- To assist clients with life skills development and participation in activities to promote increased independence and involvement in the community.
- To promote the projects internal feedback methods such as the complaints procedure and to respond positively to suggestions.
- To take personal responsibility for feeding back to colleagues/managers any information or comments that would contribute to ensuring the service is relevant and responsive.

Health and Safety

- To be aware of the roles and responsibilities and work in accordance with SHP's H&S Policy and the law around H&S at work.
- In order to ensure the safety of residents, self, colleagues, contractors and other visitors at all times.

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- To take responsibility for the safe working of self and others and to ensure that local procedures around Lone Working and Fire are followed.

Teamwork/Personal Development

- To take active responsibility for own and SHP's aims and objectives and participate fully in team meetings, supervisions, performance reviews and training to ensure a cohesive and professional working environment at all times.
- To take personal responsibility for own ongoing development and learning.
- To participate fully in the rota including weekends, latest and early shifts.
- Willingness to actively take part in training opportunities both internal and external.

Miscellaneous

- SHP is at discretion to amend your responsibilities and, in addition to these, you may be required to perform other duties as may be required for the efficient running of the organisation.
- To create inclusive working environments and cultures to enable colleagues and clients to feel safe and empowered to achieve their full potential.

Technical and professional know-how needed for position



Experience and Knowledge

- An aptitude for working with clients in a residential setting, including personal qualities that make you suited to work well under pressure in an environment where clients may present with difficult or challenging behaviours.
- A willingness to work a rolling shift pattern on a rota.

Skills and Abilities

- The ability to use IT applications and basic keyboard skills, excellent levels of literacy and numeracy
- The ability to coach someone to undertake a range of practical tasks relating to living independently.
- The ability to engage and relate positively to people from a range of backgrounds and cultures.
- The ability to learn and apply the principles of planned support and goal setting
- The ability to understand and apply the principles underlying a quality and customer focussed service and a willingness to work in a way that empowers our clients
- The ability to be self-motivating, work under pressure and manage time effectively, prioritising different areas of work according to need.