

Post:	Project Worker
Delegated Authority	Level 7
Team:	Wandsworth Mental Health Services
Responsible to:	Service Manager
Responsible for:	N/A

Job Purpose

Wandsworth Services are a cluster of buildings in the borough comprised of a mixture of high, medium and low support services. You will be based in one of the two high support units and will provide support via outreach to the lower supported sites. All the residents we house have experienced mental ill health and some may also have other complex support needs for example: substance use, offending. They may present with behaviours which can be challenging.

Project workers in Wandsworth are responsible for creating a recovery-promoting environment that enables residents to embark on their journey of recovery and independent living. Project workers will also support clients to develop their living skills, develop & manage relationships, build social networks and access education, training or employment, by completing comprehensive needs and risk assessments with clients and identifying short-term objectives.

Project workers will need to be resilient, innovative, flexible and creative. A commitment to working collaboratively and within the SHP recovery framework.

The services are staffed by a team of project workers and locum night concierges, which together will provide support either onsite or by phone 24 hours a day, this means the roles will require regular weekend working.

Key Accountabilities

1.0 Day to day shift delivery

- 1.1 To provide effective day to day shift cover that supports the aims of the project
- 1.2 To respond to client needs as they present and offer support as required
- 1.3 To take on duty role as allocated, and ensure that all tasks are completed as required

1.4 To complete thorough handovers to the next shift, and complete any tasks handed over by the preceding shift

2.0 Support Planning

2.1 To carry out comprehensive initial assessment with clients and significant others

2.2 To support clients to identify their long term goals, and short-term objectives to meet these goals

2.3 To carry out comprehensive risk assessments and risk management plans in conjunction with clients and significant others

2.4 To review needs assessments, short-term objectives and risk assessments as clients needs change, and in line with organisational standards

2.5 To minimise risks to clients, staff and others by identifying, reporting and following up any safeguarding concerns

3.0 Information Management

3.1 To record all client contacts in a timely manner and accurately on the client recording data base

3.2 To contribute to effective service delivery and evaluation by ensuring that all relevant files and recording systems are up to date

3.3 To maintain client confidentiality at all times, and ensure that all personal data is protected in line with organisational procedures

4.0 Partnership Working

4.1 To work in partnership with other SHP departments

4.2 To work in partnership with external agencies, both statutory and non-statutory

4.3 To take personal responsibility for a professional approach that enhances the reputation of the service both internally and externally

5.0 Social Inclusion

5.1 To support clients to work towards gaining greater independence through participation in the service, the organisation and the community

5.2 To promote the projects internal feedback methods such as the complaints procedure, meetings, suggestion boxes etc. and to respond positively to suggestions

5.3 To facilitate group activities within the service in response to identified client need or as part of a project wide programme of group work

- 5.4 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.

6.0 Client Use of Time

- 6.1 To work with clients to identify activities that they would like to take part in to prepare them for independence and move through
- 6.2 To ensure clients are assisted to access such activities internally and externally
- 6.3 To support clients that are ready to move into work, education or training by assisting them to access suitable courses or placements

7.0 Health & Safety

- 7.1 To be aware of the roles and responsibilities under SHP H&S policy and the law around H&S at work
- 7.2 To take responsibility for the safe working of self and others and to ensure local procedures around Lone Working and Fire are followed when on shift
- 7.3 To carry out room and building checks, and ensure that issues are reported and addressed in a timely fashion

8.0 Housing Management

- 8.1 To contribute to the projects income through the minimisation of void loss and arrears
- 8.2 Ensuring clients income's are maximised by accessing appropriate benefits
- 8.3 Monitoring rent accounts and addressing arrears with clients before they build up
- 8.4 Publicise voids, prepare void rooms for letting and process referrals by carrying out initial needs assessments and interviews in a timely manner

9.0 Team Work & Personal Development

- 9.1 To be flexible, to share skills and knowledge and support colleagues
- 9.2 To participate fully in the rota including weekends, sleep-in's or waking nights where appropriate
- 9.3 To participate in team meetings, supervisions, performance reviews and training by being fully prepared, ready to share and discuss ideas and offer solutions
- 9.4 To take personal responsibility for own ongoing development and learning

Technical and Professional Know-How required for Effective Performance

- A minimum of 12 months experience of key working people experiencing mental health problems and other complex needs within a residential setting
- A demonstrable understanding of Mental Health Legislation and how it can be applied
- A demonstrable understanding of the Recovery Model, and the ability to engage and motivate people to move towards independence and inclusion
- A proven ability to work in partnership with external stakeholders, particularly community mental health services
- A proven ability to create and deliver SMART action plans with clients through high quality risk and needs assessment.
- A good understanding of safeguarding issues and the ability to undertake comprehensive risk assessments related to this
- A working knowledge of Housing Management as applied to a residential setting, and an understanding of the rights and responsibilities associated with various forms of tenure including excluded licenses
- A level of numeracy, literacy and IT skills sufficient to carry out tasks such as budgeting with clients, calculating benefit entitlements and monitoring rent payments, recording key work notes, send and receive emails; and maintain an electronic calendar

Competencies Required For Effective Performance:

Competency	What this looks like in practice	Level
Analytical Thinking (The ability to give proper consideration to problems and to come up with good solutions)	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 ▪ Meets targets and deadlines 	1

	<p>Consistently delivers work on time and to standards</p> <ul style="list-style-type: none"> ▪ Produces work quickly ▪ Meets quality standards ▪ Plans work and projects, sets clear milestones ▪ Monitors progress and takes action where performance deviates from plan ▪ Juggles several tasks and projects at any one time without letting any drop 	2
<p>Teamworking</p> <p>(The ability to work cooperatively and supportively with their own team and other teams across SHP)</p>	<p>Supports and considers others</p> <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 ▪ 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 	1
<p>Effective communication</p> <p>(The ability to communicate with others in a cooperative and sensitive way)</p>	<p>Communicates clearly</p> <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 	1
	<p>Shows warmth and consideration to others</p> <ul style="list-style-type: none"> ▪ Is open and honest. ▪ Makes every effort to put people at their ease. ▪ Is a good listener; gives people time. ▪ Takes time to tune into what others are really thinking and feeling. ▪ Is very aware of their own emotions and feelings and how these impact on others 	2
<p>Resilience</p> <p>(The ability to deal with situations with clients and colleagues with confidence)</p>	<p>Is self aware</p> <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 	1

	<p>Is assertive and self confident</p> <ul style="list-style-type: none"> ▪ Presents self in a confident manner ▪ Raises issues in a constructive way ▪ Able to make clear decisions and act on them ▪ Remains calm and self controlled in challenging situations ▪ Acts decisively and appropriately in a crisis 	2
<p>Putting the Customer First</p> <p>(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.)</p>	<p>Builds effective relationships with customers</p> <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 and their own ▪ Recognises that SHP exists to provide a service to our customer 	1
	<p>Finds positive solutions to meet customer needs</p> <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
<p>Embracing Change and Innovation</p> <p>(The willingness and ability to adapt to changing circumstances and come up with new and innovative ideas)</p>	<p>Responds positively to change</p> <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 	1
	<p>Generates new ideas</p> <ul style="list-style-type: none"> ▪ Challenges the way that things are done now and proposes a better way ▪ Comes up with creative solutions and ideas ▪ Seeks new ways of working in partnerships ▪ Asks for others ideas on how changes and new ideas can be implemented ▪ Looks for new opportunities for promoting SHP 	2