

<b>Post:</b>	<b>Project Worker</b>
<b>Delegated Authority</b>	<b>Level 7</b>
<b>Team:</b>	<b>Redbridge Accommodation Service</b>
<b>Responsible to:</b>	<b>Service Manager/Deputy Manager</b>
<b>Responsible for:</b>	<b>Not applicable</b>

### **Job Purpose**

The primary role of the Project Worker is to enable clients to understand their support needs and how to manage these effectively and will also support clients to develop their living skills, build social networks and access education, training or employment. Project Workers are responsible for completing comprehensive needs and risk assessments with clients and identifying short-term and long term goals and objectives.

Project Workers will need to be resilient, innovative, flexible and creative and have a commitment to working collaboratively and within a recovery framework including the SHP Opportunity and Recovery Programme. There will be an element of housing management work with the expectation that clients manage a successful tenancy before moving on to more independent housing.

Project Workers must be willing to commit to work a shift rota that includes evenings, weekends and sleepovers.

### **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, safeguards the residents and provides effective support within a Harm Minimisation and strengths and recovery framework.
- 1.2 To provide effective day to day shift cover which supports the aims of the project, responds flexibly to immediate presenting need and ensures the safety and well being of residents and the building.
- 1.3 To meet day to day health and safety requirements, including duty system, lone working and maintenance, checks and reporting procedures
- 1.4 Working on a rota which includes earlies, late and sleep in nights (only in some projects).

#### **2.0 SERVICE UTILISATION**

- 2.1 To comprehensively assess referrals to the project to ensure that service criteria are met and to undertake comprehensive initial needs and risk assessments at the point of interview to ensure that suitable clients are accepted. To ensure those referred are interviewed and assessed in a sensitive and timely fashion.
- 2.2 To ensure that all voids are prepared and re-let in within target

### **3.0 HOUSING MANAGEMENT**

- 3.1 To contribute to the project's income through the minimisation of void loss and arrears by:
- Liaising with external maintenance departments and reporting, monitoring and following up jobs until completion.
  - Ensuring key clients' income is maximised by accessing appropriate benefits
  - Monitoring occupation charge accounts and addressing arrears with clients before they accumulate
  - Prepare void rooms for letting and process referrals by carrying out initial needs assessments and interviews
- 3.2 To complete detailed and thorough sign-ups to ensure that new residents understand the rights and responsibilities of both themselves and of SHP under their tenure agreements and to assist with all areas of move in to ensure new residents are made to feel comfortable and are given information concerning their tenure agreement, the local area and other services.

### **4.0 RISK ASSESSMENT AND MANAGEMENT**

- 4.1 To ensure the appropriate management of client related risk, through the production of comprehensive and high quality risk assessment and risk management plans and to review these in accordance with procedural review timescales and in response to changing levels of risk.
- 4.2 To minimise risk to clients and others by identifying and following up any safeguarding concerns.

### **5.0 SUPPORT AND ACTION PLANNING**

- 5.1 At assessment, carry out comprehensive and person-centred initial and ongoing needs assessments with clients, taking into account information from partner agencies and support services as appropriate. To review these in accordance with procedural review timescales and changing levels of need and to ensure all reviews are recorded on the client database.
- 5.2 Working in partnership with clients and others involved in their support, to translate needs assessments into support and action plans which are outcome focussed, SMART and demonstrate progress.
- 5.2 To monitor and review plans to ensure tasks and actions are carried out in accordance with procedural review timescales and in response to changing levels of need.
- 5.3 To act as a central coordination point for external support services and to increase or taper support in line with presenting need

## **6.0 INFORMATION MANAGEMENT**

- 6.1 In line with SHP's client contact recording policy and procedure to record all client contact appropriately and accurately on the SHP database. To ensure client contact records and casework forms are up to date and that key performance and outcome information is correctly recorded
- 6.2 To share information appropriately with colleagues and others involved with individual clients

## **7.0 PARTNERSHIP WORKING**

- 7.1 To work with in partnership with other SHP departments and external community agencies involved with the client and to coordinate and share information to ensure the provision of an effective and joined-up service which meets the needs of clients. Internally these departments may include Quality, ETE, Finance and other hostels. Externally this will include CMHTs, drug and alcohol services, probation, housing and local community groups.
- 7.2 To establish and maintain good links with local statutory and voluntary agencies and other community resources, individual grant giving charities or specialist agencies to support clients.
- 7.3 To take personal responsibility for a professional approach that enhances the reputation of the service both internally and externally.

## **8.0 SOCIAL INCLUSION AND CLIENT USE OF TIME**

- 8.1 To support individuals towards greater independence through their participation at service and organisation level and within the wider community in which they are settled.
- 8.2 To promote feedback about the service through established systems such as the complaints procedure, and to respond positively to suggestions
- 8.3 To work with clients to identify a menu of activities that they would like to take part in to occupy their time and to assist clients to access such activities externally or internally.
- 8.4 To support clients that may be ready to move into work, education or training by assisting them to access suitable courses or placements.

## **9.0 HEALTH AND SAFETY**

- 9.1 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.
- 9.2 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.
- 9.3 To carry out room and building checks and to report and follow up all hazards/repairs/maintenance issues in a timely fashion.

## **10.0 TEAMWORK AND PERSONAL DEVELOPMENT**

- 10.1 To be flexible and to share skills and knowledge with support colleagues. To be prepared to work flexibly in line with the service and client need and to carry out additional tasks as appropriate.
- 10.2 To participate in meetings, supervisions, performance reviews and training by being fully prepared to share and discuss ideas and offer solutions.
- 10.3 To take responsibility for personal development and learning.
- 10.4 To actively engage with facilitated team reflective practice

### **Technical and Professional Know-How required for Effective Performance**

#### **Organisational Requirement**

- The ability to deliver a client-centred support service to people presenting significant levels of need and risk, and to implement action plans through high quality risk and needs assessment
- The ability to deliver a sensitive and client-centred service to rough sleepers who may be:
  - \* experiencing mental health problems, alcohol and / or substance misuse in a residential setting, and
  - \* a low level of engagement with services
- The ability to work in partnership with external stakeholders, particularly community mental health services and/or substance use services
- Experience of undertaking comprehensive risk assessments, and understanding of current safeguarding
- An understanding of current Welfare Benefits, and a level of numeracy sufficient to carry out tasks such as budgeting and support with clients to maintain rent accounts
- A working knowledge of Housing Management as applied to a supported housing, and an understanding of the rights and responsibilities associated with various forms of tenure including excluded licenses
- Good verbal and written communication skills, to ensure effective sharing of information and recording of case notes, handover to colleagues and effective communication to multi agencies.
- The ability to be self-motivating and prioritise effectively to meet performance targets without daily supervision
- Willingness and ability to work a 24/7 rota that includes early and late shifts, sleep ins and covers weekdays, weekends

## Competencies Required For Effective Performance:

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

	<ul style="list-style-type: none"> <li>▪ Meets quality standards.</li> <li>▪ Plans work and projects, sets clear milestones.</li> <li>▪ Monitors progress and takes action where performance deviates from plan.</li> <li>▪ Juggles several tasks and projects at any one time without letting any drop.</li> </ul>	
<p><b>Teamworking</b></p> <p>(The ability to work cooperatively and supportively with their own team and other teams across SHP)</p>	<p><b>Supports and considers others</b></p> <ul style="list-style-type: none"> <li>▪ Does their fair share.</li> <li>▪ Is flexible and is prepared to help with things which are outside their own role</li> <li>▪ Sees when others are struggling and offers help.</li> <li>▪ Owns their decisions and does not pass the buck.</li> <li>▪ Actively contributes to team meetings.</li> <li>▪ Shares knowledge and ideas with colleagues.</li> <li>▪ Actively supports other teams across SHP.</li> <li>▪ Promotes SHP as an organisation inside and outside the organisation.</li> </ul>	1
	<p><b>Builds team spirit</b></p> <ul style="list-style-type: none"> <li>▪ Acts to promote cooperation in the team.</li> <li>▪ Emphasises the strengths of the team and builds on them.</li> <li>▪ Offers support and coaching when required.</li> <li>▪ Proactively identifies and manages conflict within the team.</li> <li>▪ Takes collective responsibility for team actions and decisions.</li> <li>▪ Represents the team positively to others in SHP.</li> </ul>	2
<p><b>Effective communication</b></p> <p>(The ability to communicate with others in a cooperative and sensitive way.)</p>	<p><b>Communicates clearly</b></p> <ul style="list-style-type: none"> <li>▪ Can talk to different types of people effectively.</li> <li>▪ Checks that they have been understood.</li> <li>▪ Speaks to people in a respectful and courteous manner.</li> <li>▪ Respects and takes into account cultural differences.</li> <li>▪ Uses appropriate body language.</li> <li>▪ Writes clearly and concisely.</li> <li>▪ Uses appropriate methods of communication.</li> </ul>	1
	<p><b>Shows warmth and consideration to others</b></p> <ul style="list-style-type: none"> <li>▪ Is open and honest.</li> <li>▪ Makes every effort to put people at their ease.</li> <li>▪ Is a good listener; gives people time.</li> <li>▪ Takes time to tune into what others are really thinking and feeling.</li> <li>▪ Is very aware of their own emotions and feelings and how these impact on others</li> </ul>	2
<p><b>Resilience</b></p> <p>(The ability to deal with situations with clients and colleagues)</p>	<ul style="list-style-type: none"> <li>▪ Is self aware</li> <li>▪ Takes time to reflect on actions and behaviours and learn from them.</li> <li>▪ Admits when they make mistakes and learns from them.</li> <li>▪ Has the confidence to review what works and does</li> </ul>	1

with confidence.)	<p>not work.</p> <ul style="list-style-type: none"> <li>▪ Is aware of their own strengths and areas for development.</li> <li>▪ Takes responsibility for their own learning.</li> </ul>	
	<ul style="list-style-type: none"> <li>▪ Is assertive and self confident</li> <li>▪ Presents self in a confident manner.</li> <li>▪ Raises issues in a constructive way.</li> <li>▪ Able to make clear decisions and act on them.</li> <li>▪ Remains calm and self controlled in challenging situations.</li> <li>▪ Acts decisively and appropriately in a crisis.</li> </ul>	<b>2</b>
<p><b>Putting the Customer First</b></p> <p>(The willingness and ability to deliver the best possible <b>person centred</b> service to our customers - customers may be service users, RSLs, statutory bodies, colleagues in other departments etc.)</p>	<p><b>Builds effective relationships with customers</b></p> <ul style="list-style-type: none"> <li>▪ Makes themselves available for the customer.</li> <li>▪ Treats people with respect and courtesy</li> <li>▪ Explores with customers their specific needs</li> <li>▪ Is very clear with boundaries – the customers and their own.</li> <li>▪ Recognises that SHP exists to provide a service to our customers.</li> </ul>	<b>1</b>
	<p><b>Finds positive solutions to meet customer needs</b></p> <ul style="list-style-type: none"> <li>▪ Actively seeks and offers alternative ways of meeting customers needs</li> <li>▪ Is responsive to customer problems, and works with them to resolve problems promptly.</li> <li>▪ Foresees problems rather than waiting for them to happen</li> <li>▪ Asks for feedback from customers about the service provided, and acts on it.</li> <li>▪ Establishes effective working relationships with other agencies to meet customer needs.</li> <li>▪ Knows when to refer on to other agencies.</li> </ul>	<b>2</b>
<p><b>Embracing Change and Innovation</b></p> <p>(The willingness and ability to adapt to changing circumstances and come up with new and innovative ideas.)</p>	<p><b>Responds positively to change</b></p> <ul style="list-style-type: none"> <li>▪ Sees the positive aspects of change.</li> <li>▪ Is flexible and adapts easily to new requirements.</li> <li>▪ Is willing to learn and to take on new skills.</li> <li>▪ Offers constructive alternatives if they disagree with a change.</li> </ul>	<b>1</b>
	<p><b>Generates new ideas</b></p> <ul style="list-style-type: none"> <li>▪ Challenges the way that things are done now and proposes a better way.</li> <li>▪ Comes up with creative solutions and ideas.</li> <li>▪ Seeks new ways of working in partnerships.</li> <li>▪ Asks for others ideas on how changes and new ideas can be implemented.</li> <li>▪ Looks for new opportunities for promoting SHP.</li> </ul>	<b>2</b>