



Post:	Senior Project Worker
Delegated Authority	Level 7
Team:	SHP Young Peoples Team
Responsible to:	Service Manager
Responsible for:	Project Workers, Support Assistants, Night workers, volunteers, peer mentors

Job Purpose

In conjunction with the Service Manager, to provide day to day supervision and support to the team in Greenwich Accommodation Services.

We deliver a high quality support service to young people with a range of complex and enduring needs. Specifically in relation to leaving care, offending behaviour, gang affiliation and anti-social behaviour.

Working within a strengths and recovery framework, to ensure the needs & aspirations of our young people are at the centre of the support planning process. That all aspects of the service are delivered to the highest standard are fully compliant with organisational values and contractual requirements and reflect current good practice.

Key Accountabilities

1.0 SERVICE DELIVERY AND DEVELOPMENT

- 1.1 To actively direct team members in their day-to-day work to ensure that young people receive a consistent, high quality and responsive service.
- 1.2 To ensure that each young person has an individual package of support with an up to date support and safety plan and regular formal and informal key working.
- 1.3 Ensure assessment of young people's strengths as well as deficits, with a whole person focus. Use the assessment process to help the client understand in greater detail the interrelationship between their range of needs and accommodation options.

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- 1.4 To actively direct team members in ensuring the service operates effectively, that codes of professional conduct are adhered to and that all staff maintain high quality standards of work practice.
- 1.5 Advice/motivation to be a resource for project workers in relation to ideas and direction around the delivery of a quality service in particular around risk and needs management and meaningful occupation activities.
- 1.6 Coach the team and provide oversight of all assessments with clients who may be ambivalent about taking-up support, and who may have had difficult prior experiences with specialist services.
- 1.7 Ensure casework applies recognised models of intervention, and ensure casework is recorded in line with SHP's Client Contact Recording Policy.

2.0 PROPERTY & HOUSING MANAGEMENT

- 2.1 To ensure that property and housing management is a key focus of the staff team.
- 2.2 To ensure that workers adhere to internal property and housing management policies and procedures and liaise with external agencies to support licensees in maintaining their accommodation and to maximise the income of the properties through ensuring that rent and personal service charges are paid.
- 2.3 To be able to run reports on pyramid and provide information for staff in managing arrears.

3.0 HEATH & SAFETY

- 3.1 To be aware of and guide front line workers to comply with organisational policies and procedures to ensure the safety of themselves, other clients, colleagues, contractors and neighbours.

4.0 MANAGING RISK

- 4.1 To work with the Manager to ensure all young people and prospective residents have an up to date support and safety plan, which clearly states the risk identified and incorporates a plan to manage the risk that protects the individual, other clients, neighbours and staff.
- 4.2 To support staff in addressing ASB, reporting incidents following local procedures and ensuring the swift resolution of problems through investigation and appropriate action.

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5.0 STAFF DEPLOYMENT

- 5.1 Under the direction of the Manager to ensure the services are adequately covered on a day-to-day basis and that staff are fully inducted in their roles to deliver a quality service.

6.0 DATA MANAGEMENT

- 6.1 To support staff to ensure that Inform is appropriately and accurately used by staff as the database for recording client support and actions. In conjunction with the manager to regularly ensure that Inform is monitored and regular reports are run to ensure that data is accurate.

7.0 SERVICE UTILISATION

- 7.1 To maintain positive working relationships with Lewisham YP Pathways and referral agencies.
- 7.2 To take direction from the manager regarding processes related to the management of the referrals into scheme and assessment of client needs prior to placements commencing.
- 7.3 To ensure that all referrals are interviewed, assessed and accepted / rejected in line with policy and procedure.
- 7.4 To oversee referrals ensuring that they meet the criteria and service specification and that referral agencies are aware of the project and its selection criteria.
- 7.5 To ensure that preparation for move-on begins once the young person moves into the service, and coordinate staff leads for activities program.
- 7.6 To be led by the manager in overseeing move-on targets as detailed in the service specification and be responsive to the priorities of the local authority.

8.0 QUALITY AND MONITORING

- 8.1 To actively direct the teams day-to-day work load to ensure that service users receive a consistent, high quality and responsive service. In which each young person has an individual package of support with an up to date support plan, risk assessment and needs assessment implemented through regular formal and informal key working and day to day contact.

9.0 PROMOTING INCLUSION AND PARTICIPATION

- 9.1 To promote inclusion and to develop the staff team around the core services provision including offering support and guidance around Digital

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Inclusion, income maximisation, social activities, education and training and health improvement.

- 9.2 To work alongside the service manager and encourage and facilitate user participation and feedback on the service through a variety of means and to ensure that information captured results in change and service improvements.

10.0 PARTNERSHIP WORKING

- 10.1 To demonstrate effective multi-agency working -which benefits both SHP and our clients. Leading the referrals meetings alongside management and being the first point of contact for new referrals and their professional network.
- 10.2 Representing the services and the organisation as a whole via attendance at relevant meetings and forums.
- 10.3 To work effectively with SHP staff in other teams to ensure best practice is identified and shared.

11.0 LEADERSHIP

- 11.1 To direct the team in their day-to-day work, ensuring all young people receive a consistent, high quality and responsive service.
- 11.2 In partnership with the Manager, to identify and implement flexible approaches of working with the client group, in order to best promote and advance their progress.
- 11.3 To help facilitate group supervision for support staff using reflective practise models.
- 11.4 To lead the staff team by example by working in a psychologically informed way within the core model of service delivery.
- 11.5 To take part in peer led group development across SHP services.
- 11.6 To provide supervision and support to staff.

12.0 SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

- 12.1 To ensure that staff are committed to safeguarding children and vulnerable adults in line with SHP policy and procedure.
- 12.2 To ensure that staff fulfil their duties in protecting colleagues and clients from any form of harm when they are vulnerable, in line with SHP Procedure.

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12.3 In conjunction with the service manager to act as point of reference for safeguarding concerns within the services.

13.0 MISCELLANEOUS

13.1 To undertake reasonable additional tasks and responsibilities as directed by the Manager.

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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

- Demonstrable experience of working with the range of issues involved in the delivery of quality services to young people who may be at risk or looked after with complex needs including offending and gang affiliation.
- Experience and an in-depth understanding of the principles and delivery of risk and needs assessment, planned support, goal setting and advocacy with young people within a recovery and strengths model, and the ability to share this and support others to deliver this.
- Experience of delivering services for young male offenders or a relevant qualification in either youth offending or young people or adolescent mental health.
- Experience of facilitating group work with young people in a residential setting.

Skills & Abilities

- Demonstrable aptitude for monitoring and developing staff performance and the ability to motivate staff members to perform effectively.
- An ability to provide flexible and client centred solutions to problems of behaviour. Also the ability to embed psychologically informed methods of work within an accommodation setting.
- A demonstrably high level of numeracy, literacy and comprehension in order to be able to contribute to budget setting, monitor expenditure, write reports and review, analyse and extrapolate from written information.
- Ability to co-ordinate the work of a number of individuals or agencies to get tasks completed to time and to specification.
- Strong networking skills, and proven ability to build positive working relationships with internal and external stakeholders in order to establish or improve services to service users.
- Ability to be self-motivating, work under pressure, and manage time effectively, prioritising different areas of work according to need
- Willingness and ability to work a 37.5 hr. week, including occasional evenings and weekends, depending upon the needs of the project.

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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
	Solves complex and strategic problems <ul style="list-style-type: none"> ▪ Sees beyond the immediate issue. ▪ Considers the wider and strategic implications. ▪ Takes into account wider political, social and economic factors. ▪ Is able to articulate abstract and complex problems... ▪ Carries out analysis of complex information in order to identify the main issues. ▪ Considers the whole process or situation from different angles. ▪ Proposes new or original solutions. 	3
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. 	2

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	<ul style="list-style-type: none"> ▪ 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. 	
	<p>Goes the extra mile</p> <ul style="list-style-type: none"> ▪ Willingly take on extra tasks and/ or responsibilities outside of their current role. ▪ Look for and enjoy new challenges and opportunities. ▪ Achieve results through their own motivation and drive. ▪ Starts and carries through new projects. ▪ Consistently achieve high standards for themselves (and others). 	3
<p>Efficiency and Effectiveness</p> <p>(The ability to plan and organise work so that deadlines, targets and standards are met)</p>	<p>Organises own work</p> <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>Ensures that others deliver work on time and to standards</p> <ul style="list-style-type: none"> ▪ Communicates expectations of standards and timescales to others. ▪ Holds others accountable for delivering on time and to standards. ▪ Constructively and decisively deals with performance issues. ▪ Allocates resources in line with organisational priorities. ▪ Delegates tasks and projects effectively. ▪ Ensures that projects and initiatives are planned and executed in conjunction with other departments. 	3
	<p>Plans strategically to deliver the business results</p> <ul style="list-style-type: none"> ▪ Contributes to and drives the business plan for SHP 	4

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	<p>as an organisation.</p> <ul style="list-style-type: none"> ▪ Ensures that the organisational goals are planned and executed across the organisation. ▪ Considers the long term implications of planning decisions. ▪ Ensures that there is a balance between organisational stability and moving SHP forward. 	
<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>Builds team spirit</p> <ul style="list-style-type: none"> ▪ Acts to promote cooperation in the team. ▪ Emphasises the strengths of the team and builds on them. ▪ Offers support and coaching when required. ▪ Proactively identifies and manages conflict within the team. ▪ Takes collective responsibility for team actions and decisions. ▪ Represents the team positively to others in SHP. 	2
	<p>Promotes teamwork across SHP</p> <ul style="list-style-type: none"> ▪ Actively encourages teams across SHP to share best practice and new ideas. ▪ Ensures that each team understands how they contribute to the organisation as a whole. ▪ Finds out what other departments are doing to see if they can learn from them or to share ideas. ▪ Ensures that each service/area promotes SHP as a whole externally and internally. 	3
<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

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	<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>Influences people inside and outside the organisation</p> <ul style="list-style-type: none"> ▪ Speaks with enthusiasm and conviction. ▪ Networks effectively inside and outside of SHP. ▪ Adapts their style and approach to the needs of the audience. ▪ Presents information so that others understand and are engaged. ▪ Sells the benefits of their proposals to others. ▪ Finds win- win results for both parties in a negotiation. 	3
<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>Demonstrates authority</p> <ul style="list-style-type: none"> • Prepared to make difficult or unpopular decisions, when required and stand by them. • Balances being tough minded with sensitivity. • Accepts and responds to constructive feedback. • Delegates appropriately and has the confidence to trust that staff will deliver. • Supports SHP policy or strategy in the face of challenges. 	3
Leadership	Acts consistently with staff	1

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(The ability to motivate, develop and inspire others.)	<ul style="list-style-type: none"> ▪ Sets and communicates clear targets and expectations to staff. ▪ Is approachable and shows genuine concern for others. ▪ Makes sure that staff have the information that they need to do their jobs. ▪ Monitors staff performance. ▪ Deals with poor performance in a timely way. ▪ Interprets policies and procedures in the same way as other managers. ▪ Acts in line with SHP values. 	
	<p>Encourages and develops others</p> <ul style="list-style-type: none"> ▪ Helps others to see what they can achieve and how they could develop. ▪ Recognises and builds upon others strengths and expertise. ▪ Praises individuals and the team for a job well done. ▪ Gives constructive feedback, both positive and negative with evidence. ▪ Encourages others to state their views and contribute to the team. ▪ Shares problems with the team and asks for their input. ▪ Recognises when the team or individual is stuck and works with them to find a way forward. 	2
	<p>Wins others commitment to their compelling vision</p> <ul style="list-style-type: none"> ▪ Articulates a clear picture of their vision, explaining how it aligns with the SHP vision. ▪ Explains the bigger picture to staff; gives them the context. ▪ Explain how the vision can be achieved. ▪ Pulls together other departments and teams to achieve the vision. ▪ Motivates staff to do more than they ever thought possible. ▪ Role models SHP values. 	3
<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,</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 customers. 	1
	<p>Finds positive solutions to meet customer needs</p> <ul style="list-style-type: none"> ▪ Actively seeks and offers alternative ways of 	2

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statutory bodies, colleagues in other departments etc.)	<p>meeting customers needs</p> <ul style="list-style-type: none"> ▪ 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. 	
	<p>Takes actions to improve customer service</p> <ul style="list-style-type: none"> ▪ Asks for others' ideas about how service can be improved. ▪ Looks for ways to make procedures and systems more customer-friendly. ▪ Involves customers in continuously improving the service. ▪ Collaborates with other agencies and organisations to promote joint working. ▪ Ensures that customer feedback affects real change across SHP. 	3
<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
	<p>Is entrepreneurial</p> <ul style="list-style-type: none"> ▪ Finds innovative solutions for improving the service. ▪ Look for many different ways of creating new business. ▪ Seizes opportunities to respond creatively to strategic external agendas. 	3
	<p>Leads change and innovation</p> <ul style="list-style-type: none"> ▪ Initiates change and new ideas that will have a positive impact on the organisation. ▪ Gains commitment through their positive attitude. ▪ Encourages others to come up with creative ideas 	4

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	<p>and approaches.</p> <ul style="list-style-type: none">▪ Asks for others ideas on how changes and new ideas can be implemented.▪ Uses a number of approaches, if necessary, to gain commitment.	
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