

Post:	Project Worker
Delegated Authority	Level 7
Team:	SHP North & East London Young Peoples Team
Responsible to:	Service Manager
Responsible for:	N/A

Job Purpose

Working within our 16 + services you will be providing housing support for young people who are placed from a variety of London Boroughs. The team will be expected to work within SHP's policy and procedural framework, as part of the team you will provide a client focussed and flexible responsive service to the young people.

Project Workers will carry a caseload of clients for whom they will formulate a comprehensive Needs and Risk Assessment, resulting in an agreed Support Plan. The plan will inform ongoing casework which promotes independence and prepares young people for eventual move on into independent accommodation.

Project workers will be working under the direction of the Manager to provide support to the young people we accommodate, in addition project workers will be expected to have a lead area of responsibility across the schemes in either:

- Adolescent Mental Health
- Offending & Substance use
- Activities Development (Employment & Training)
- Housing (Private lettings)

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 and encourages the full participation of young people, as well as to support the work of the project by providing a responsive service.
- 1.2 Ensure that safeguarding and addressing the immediate needs of the young person are paramount to service delivery.

2.0 Needs Assessment

- 2.1 In conjunction with team members to interview and comprehensively assess referrals to the project to ensure the criteria is met and suitable young people are accepted.

- 2.2 Work closely with the Service Manager to help assess the needs of young people, in order to identify appropriate move on accommodation suitable to their needs.
- 2.3 To carry out comprehensive initial and ongoing needs assessments with young people and to use the Outcome Star and SHP's Inform system to record outcomes and changes in need.

3.0 Risk Assessment and Management

- 3.1 In conjunction with allocated young people, produce comprehensive and high quality risk assessments and risk management plans.
- 3.2 To monitor and review risk plans in line with policy guidelines and procedure and to minimise risk to young people by identifying, reporting and following up any safeguarding concerns and incidents

4.0 Moving In

- 4.1 Provide a safe, welcoming, good standard of accommodation. Once referrals are accepted to ensure new residents are made to feel comfortable and are given information concerning the hostel and other local services.

5.0 Support Planning

- 5.1 In partnership with the young person and any significant others involved in their support, to translate assessed need into support plans that are SMART and evidence progress. To monitor and review plans and ensure that tasks and actions are carried out as agreed.

6.0 Moving On

- 6.1 Work with mediation or other social workers to enable young people to move back home if appropriate.
- 6.2 Support young people to identify opportunities for move-on to appropriate PRS, Hostel, shared or self contained accommodation and make appropriate referrals.
- 6.3 To work with PRS workers to maintain relationships with PRS landlords.

7.0 Information Management

- 7.1 In line with SHP's Client Contact recording policy and procedure, to record all client contacts appropriately and accurately on the In-form database.
- 7.2 To contribute to effective service delivery and evaluation by ensuring all relevant files and recording systems are up to date and that key performance information is correctly recorded.

8.0 Partnership Working

8.1 To work in partnership with internal SHP departments as well as external community agencies in order that client needs are met.

8.2 To take personal responsibility for a professional approach that enhances the reputation of the service at the project both internally and externally.

9.0 Social Inclusion

9.1 To support young people to work towards gaining greater independence through participation, at service and organisation level and within the wider community.

9.2 To promote the projects internal feedback methods such as the complaints procedure and to respond positively to suggestions.

9.3 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.

10.0 Use of time

10.1 To work with young people to identify activities that they would like to take part in, to prepare them for independence and move through. To ensure young people are assisted to access such activities internally / externally.

10.2 To run activities or small groups in response to identified client need or as part of a project / borough wide programme of group work.

10.3 To support young people that are ready to move into work, education or training by assisting them to access suitable courses or placements.

11.0 Health and Safety

11.1 To be aware of the roles and responsibilities and work in accordance of SHP's H&S Policy and the law around H&S at work.

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

12.0 Financial/Budgeting Support

12.1 To work with young people to maximise benefit entitlements and secure project income through the collection of rents and service charges and the minimisation of arrears and void loss.

12.2 To ensure that you 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.

13.0 Office Duties

13.1 To participate fully in rotas which might cover day, evening, weekend and occasional waking night shifts.

14.0 Teamwork/ Personal development

14.1 To be flexible, to share skills and knowledge and support colleagues.

14.2 To participate in team meetings, supervisions, performance reviews and training by being fully prepared, ready to share and discuss ideas and offer solutions.

14.3 To take responsibility for personal ongoing development and learning.

Technical and Professional Know-How required for Effective Performance

- Demonstrable professional experience of working with at-risk young adults in a residential setting and ability to demonstrate through practice how 'Every Child Matters' relates to the young people living in our accommodation.
- An understanding and experience of applying effective ways of working with this client group, particularly with YP's with mental health & attachment needs including emerging personality disorder & significant self harm.
- Experience of working in a recovery focused way and good understanding of the principles and how that can be related to risk & needs assessment, planning, goal setting, and reviewing with young people.
- Experience of working with young people to develop life skills and support their involvement in meaningful activity.
- An excellent level of numeracy, literacy and comprehension of welfare benefits for under 21's , rents and service charges, as well as an ability to be self-servicing in the use of computers to create letters, minutes & reports.
- An ability and willingness to work a rota that may include early starts & late finishes that will also covers weekdays, weekends & bank holidays.

Competencies Required For Effective Performance:

Competency	What this looks like in practice	Level
<p>Analytical Thinking</p> <p>(The ability to give proper consideration to problems and to come up with good solutions.)</p>	<p>Gathers the required information to solve problems</p> <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
	<p>Sifts and analyses information</p> <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
<p>Commitment and Drive</p> <p>(The ability to take the initiative and achieve targets and results)</p>	<p>Is conscientious and professional</p> <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
	<p>Is proactive and solution focused</p> <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
<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>	2

	<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. 	
<p>Team Work</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>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)</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. 	1

<p>with confidence.)</p>	<ul style="list-style-type: none"> • Is aware of their own strengths and areas for development. • Takes responsibility for their own learning. 	
	<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 customers. 	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