



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:	Project Worker Complex Needs
Delegated Authority:	Level 7
Team:	Complex Needs Accommodation services
Responsible to:	Service Managers
Responsible for:	N/A

Job purpose



As Project Worker Complex Needs, you will work creatively and collaboratively with adults who have experience of homelessness and/or Rough Sleeping. You will provide an effective high quality support service in an accommodation setting, working with clients facing Multiple Disadvantage, and living with complex needs.

SHP's aim is to improve outcomes for service users both within the service and by enhancing their ability to utilise external specialist, statutory and community services.

The support you provide will ensure that clients are able to:

- Access and sustain their accommodation within our services.
- Access and feel safe in engaging with specialist support in relation to their needs (i.e., substance use, health, mental health, complex trauma, offending, street activity.)
- Access primary health care, and improving their wellbeing and process of recovery.
- Access work, training, and other opportunities,
- Be supported by, and be active in, their community
- Develop and maintain positive personal relationships

You will be part of a dynamic team in a hostel setting, holding a caseload of clients with the opportunity to draw on specialist roles within the team, the organisation more broadly, and working in tandem with specialist external agencies. Your ability to forge meaningful relationships will provide the basis of the work to empower your clients, helping them to engage with a range of community resources and build a robust network of support.

Key accountabilities

Day to day shift delivery

- Contribute to the effective day to day shift cover that supports the aims of the Service, safeguards residents and responds flexibly to the immediate presenting needs of clients.
- Participate in the service's rota system.

Referral, Assessment, Support Planning, and Case Work

- From the point of the referral assessment process, be sensitive to the fact that clients may be ambivalent about taking up support and may have had difficult prior experiences within services.
- To work in partnership with the client and any agencies involved in their support, to ensure assessed needs are translated into support plans that are person-centred, trauma informed and enable progression
- To ensure that regular reviews are carried out, that risk assessments and support plans are implemented and accurate and up to date case records are maintained.

Assessing and Managing Risk

- To assess risk and develop risk management strategies with the client, specialist professionals working with the client, and other relevant agencies.
- To minimise risks to clients by identifying, reporting, and following up any safeguarding concerns and incidents.

Safeguarding

- Ensure all SHP (Single Homeless Project), host borough and national safeguarding procedures are adhered to.
- Using specialist knowledge of substance use, mental health, and other needs areas, contribute to risk assessment and risk management, and the raising of alerts in respect of children and vulnerable adults.

Partnership working

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- To work in partnership with other SHP departments and external agencies to ensure that client needs are assessed and addressed appropriately.
 - To work with a range of agencies to ensure all clients have access to relevant statutory and non-statutory services.
 - To take personal responsibility for a professional approach that enhances the reputation of the service both internally and externally.

Housing Management

To contribute to the project's income through the minimisation of void loss and arrears by:

- To ensure that new residents understand their rights and responsibilities, are made to feel comfortable and are given full information and are inducted into their new accommodation.
- Ensuring key clients' income is maximised by accessing appropriate benefits, supporting to acquire budgeting skills, and set up bank accounts.
- Monitoring occupation charge accounts and addressing arrears with clients before they accumulate.
- Prepare void rooms for letting within agreed target times and efficiently process referrals by carrying out initial needs assessments and interviews.

Health & Safety

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

Information Management

- In line with SHP's Client Contact Recording Policy and procedure, record all client contacts appropriately and accurately contribute to service delivery and evaluation by ensuring relevant files and recording systems are up to date, and that key performance information is correctly recorded.

Service User Involvement and Peer-Led Activities

- Involve service users in the co-production of the service by actively gathering service user feedback and promoting client involvement in service review and development.
- Participate in the development and delivery of SHP and service user involvement initiatives.
- Support client peers to make recovery visible in the schemes and, where appropriate, to co-deliver activities.
- Support clients that may be ready to move into work, education, or training by assisting them to access suitable courses or placements.

Teamwork and Personal Development

- Compliment and support the work of the service through full participation in handovers, team meetings, supervision, performance reviews and training.
- Take personal responsibility for own ongoing development and learning.

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

When completing your application, you will be required to address (using examples) some of the points below

Experience and Knowledge

- Helping people to identify personal goals and supporting them through a process of change.
- Managing challenging situations in relation to people, including responding calmly to crisis and deal promptly, effectively and safely to complex situations.
- Working in partnership with a range of individuals/agencies to coordinate activities and achieve positive outcomes.
- Knowledge of financial support available to clients to ensure income maximisation, rent payment, and increased financial resilience.
- Understanding of professional boundaries and their importance when delivering trauma-informed support.

Skills and Abilities

- Ability to maintain motivation for a high level of contact with clients on a day-to-day basis.
- A non-judgemental approach to working with multi-disadvantaged / complex needs clients and to promote a strengths-based approach.
- Familiarity with IT applications and basic keyboard skills and the ability to maintain accurate records and manage own administrative tasks.
- Strong team-working and interpersonal skills, maintaining a collaborative approach to delivering service objectives across work specialisms.
- Strong time management skills, ability to work on own initiative, manage competing priorities and maintain high standards.