



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

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<b>Job title:</b>	Project Worker (Complex Needs)
<b>Delegated Authority:</b>	Level 7
<b>Team:</b>	Complex Needs Accommodation Services
<b>Responsible to:</b>	Service Managers
<b>Responsible for:</b>	N/A

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## Job purpose



As a Project Worker Complex Needs, you will work creatively and collaboratively with women who have experienced VAWG. You will provide an effective high quality support service in an accommodation setting, working with clients facing Multiple Disadvantage, and living with complex needs as well as those with medium and low support needs. The role of complex needs project worker (Specialist Project) is a specialist role designed to understand the multiple disadvantages that victims of VAWG may face. As such you will understand gender informed practice and working with those who are victims of domestic violence and other gender-based violence. It is also essential that you understand the importance of best practice around those who have experienced multiple disadvantages by adopting a trauma informed approach in line with SHP's psychologically informed framework.

Gender-based and gender informed support will also need to be offered such as attending MARAC, using a multiagency approach and helping your clients to reduce harm in relation to VAWG. We aim to offer a holistic approach to case working and you will also be expected to engage your clients with activities within the hostel, ETE and mental health support from external agencies in order to help them to move towards independence.

You will be part of a dynamic team in a Respite setting, holding a caseload of clients with the opportunity to draw on specialist roles within the team, the organization 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.

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## 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.
- Working in a gender informed manner and recognizing how clients' specific needs are influenced by their gender and their cultural background.

### 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 minimize risks to clients by identifying, reporting, and following up any safeguarding concerns and incidents.
- Understanding and responding effectively to risks around VAWG. Working effectively within a multi-agency framework to reduce risk. For example, referring to and attending MARAC.

### Safeguarding

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

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## Partnership working

- 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
  - Working to move clients on within the 28 day timeline.
  - 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.

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## 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

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**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.
- Experience operating primarily in your supported accommodation service, as well as some off-site work duties; to facilitate client appointments and conduct professional meetings.

## **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.
- Willingness and ability to work on a rota system of early and late shifts, which may include some variable hours including some evenings and weekends.