



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 8                        |
| <b>Team:</b>                | ELMS                           |
| <b>Responsible to:</b>      | Project Leader/Service Manager |
| <b>Responsible for:</b>     | N/A                            |

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## Job purpose



ELMS is a mental health support service. It consists of 4 supported houses, a small floating support service and a day activities programme for adults. The supported housing project has 13 residents, all of whom have been diagnosed with Paranoid Schizophrenia. The service is commissioned to provide longer term placements, with varying lengths of stay.

You will be responsible for supporting the residents to manage their diagnosis by implementing holistic support strategies that also aim to address their emotional, practical and housing management needs. Your role encompasses a wide range of responsibilities aimed at ensuring that our clients can live as safe, fulfilling, healthy and independent lives as possible, whilst preparing them for move on to independent living (if appropriate).

Staff will work with clients at their own pace to develop their independent living skills as much as possible, manage their prescribed treatment, develop & manage relationships and build social networks.

Where possible you will assist them to access education, training or employment, by completing comprehensive needs and risk assessments with clients and identifying short-term objectives and goals.

You will be required to work with Clients effectively, providing support via structured key working. You will also carry out assessments including risk assessments and goal setting via SHP support planning. All Support plans will aim to promote SHP's values and practices.

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## Key accountabilities

### Day to Day Shift Delivery

- To participate in daily shift cover, as directed by the Service Manager that supports the aims of the project and encourages the full participation of clients. To ensure that the interests and well-being of clients are safeguarded, proactively addressing the immediate needs of the clients and reporting any risks or issues as they arise.
- Supporting to ensure that events of significance are managed e.g. rent/service charge payments, attending statutory appointments in order to comply with mental health treatment.
- Motivating and coaching clients to attend appointments / engage in activities.
- One to one coaching in relation to life skills, e.g. budgeting, food and nutrition, tenancy management tasks etc.

### Holistic Resident Support and Housing Management

- Lead on creating, updating, and reviewing support and safety plans regularly ensuring they remain relevant and effective for each resident's needs.
- Employ a collaborative approach in developing these plans, actively involving residents in the process to empower them and encourage ownership of their personal goals and safety strategies.
- Aid in daily living tasks like cleaning, cooking, shopping, and managing finances. Encourage and assist residents in accessing educational, employment, leisure, and social activities, fostering personal development.
- Ensure residents are aware of the terms of their housing tenure and abiding by them and maintaining a safe living environment.
- Ensure that residents are paying their rent and service charge, and aware of their responsibilities in this respect.
- Follow organisational practice, particularly those related to safety, well-being, and psychologically informed environment.

### Information Management

- Identifying information to fully inform the assessment and support planning process.
- Recording all activities and outcomes on Inform database.
- Assisting with the administration of referrals into the service.
- In line with SHP's Client Contact recording policy and procedure, to record all client contacts appropriately and accurately on the client database.

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- To adhere to SHP's confidentiality and data protection procedures.
  - To record needs and risk assessments on SHP's systems in line with recording procedures and timescales.

### **Networking, Liaison and Brokering**

- To establish and maintain good links with local statutory and voluntary agencies and other community resources.
- To develop and broker opportunities for clients with individual grant giving charities or specialist agencies to support clients particularly in relation to move-on options and accessing primary and other healthcare services.

### **Social Inclusions/Meaningful Occupation**

- To assist clients with life skills development and participation in activities to promote increased independence and involvement in the community.
- To promote the projects internal feedback methods such as the complaints procedure and to respond positively to suggestions.
- 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.

### **Health and Safety**

- To be aware of the roles and responsibilities and work in accordance with SHP's H&S Policy and the law around H&S at work.
- In order to ensure the safety of residents, self, colleagues, contractors and other visitors at all times.
- To take responsibility for the safe working of self and others and to ensure that local procedures around Lone Working and Fire are followed.

### **Teamwork/Personal Development**

- To take active responsibility for own and SHP's aims and objectives and participate fully in team meetings, supervisions, performance reviews and training to ensure a cohesive and professional working environment at all times.
- To take personal responsibility for own ongoing development and learning.
- To participate fully in the rota including weekends, latest and early shifts.
- Willingness to actively take part in training opportunities both internal and external.

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## 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**

- A working knowledge of severe and enduring mental ill-health, and the interventions and effective approaches to supporting individuals experiencing such conditions.

## **Skills and Abilities**

- A Person-Centred support approach and the ability to create collaborative support plans, build rapport, and foster collaboration with residents.
- The ability to learn and apply the principles of planned support and goal setting.
- The ability to understand and apply the principles underlying a quality and customer focussed service and a willingness to work in a way that empowers our clients.
- Self-motivation and the ability to work under pressure and manage time effectively, prioritising different areas of work according to need.
- The ability to coach someone to undertake a range of practical tasks relating to living independently.
- The ability to engage and relate positively with people from a range of backgrounds and cultures.
- A willingness to work a rolling shift pattern on a rota, Monday to Sunday.
- The ability to use IT applications and basic keyboard skills, excellent levels of literacy and numeracy.