



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 5
Team:	Camden Rough Sleepers Hub (165 Kings Cross Road)
Responsible to:	Service Manager
Responsible for:	N/A

Job purpose



The Project Worker (Complex Needs) role exists to create meaningful change for people experiencing homelessness and rough sleeping at a pivotal moment in their lives. Based within a short-stay assessment centre, the role is rooted in the belief that with the right support, at the right time, people can move away from the streets and towards safer, more stable futures.

This role is about offering more than accommodation. It exists to provide consistency, trust and trauma-aware support that helps people feel safe enough to take their next steps. By centring people's strengths, respecting their experiences and working at their pace, the Project Worker supports individuals to rebuild confidence, improve wellbeing and reconnect with the services, communities and opportunities that sustain long-term change.

Working collaboratively with colleagues and specialist partners, the Project Worker plays a key role in shaping positive outcomes beyond 165. The impact of the role is seen not only in planned moves into suitable housing, but in people leaving the service better supported, better connected and better equipped to move forward with purpose, dignity and hope. This is a role for someone who believes in persistence, partnership and possibility - and who wants their work to truly matter.

Key accountabilities

Service delivery and shift cover

- Contribute to safe, effective day-to-day service delivery within a busy assessment centre environment, safeguarding clients and responding flexibly to presenting needs.
- Respond appropriately to unplanned situations, changes in risk and client behaviour during shifts.
- Participate fully in the service's rota system, including early and late shifts and some weekend working.

Assessment, support planning and casework

- Engage clients from the point of referral, recognising that people may feel ambivalent or cautious due to previous experiences of services.
- Complete holistic assessments and work with clients to develop and review person-centred, trauma-aware support plans that enable progress.
- Ensure risk assessments and support plans are regularly reviewed and remain relevant to changing circumstances.
- Maintain accurate, timely and high-quality case records in line with organisational requirements.
- Support timely and planned move-on from 165 into suitable longer-term accommodation aligned to individual needs.

Risk management and safeguarding

- Identify, assess and manage risk in partnership with clients, colleagues and external professionals.
- Implement risk management approaches that balance safety, positive risk-taking and independence.
- Identify, report and follow up safeguarding concerns and incidents promptly, in line with SHP, host borough and national procedures.
- Apply specialist knowledge of substance use, mental health and other needs to inform safeguarding and risk management decisions.

Partnership working

- Work collaboratively with internal teams and a wide range of external agencies to ensure coordinated, holistic support.
- Support clients to engage with statutory, specialist and community services that meet their assessed needs.
- Maintain a professional approach that strengthens partnerships and enhances the reputation of the service.

Housing and income management

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- Support residents to understand their rights and responsibilities and feel settled within their accommodation.
 - Contribute to minimising void loss and arrears by addressing income, rent and service charge issues early.
 - Support clients to maximise income through access to benefits, budgeting support and financial inclusion.
 - Support the preparation of void rooms and efficient processing of move-ins in line with service timescales.

Health, safety and compliance

- Follow organisational health and safety policies and legal requirements to ensure the safety of clients, colleagues and visitors.
- Take responsibility for safe working practices, including lone working and fire procedures.
- Carry out checks and report hazards, repairs and maintenance issues promptly.

Information management and performance

- Record all clients contact accurately and in line with SHP policies and procedures.
- Maintain up-to-date client files and recording systems, ensuring key monitoring and performance information is captured.
- Service user involvement, teamwork and development
- Encourage client involvement and feedback, supporting peer-led and recovery-focused activity where appropriate.
- Support clients to access work, education or training opportunities when they are ready.
- Contribute positively to handovers, team meetings, supervision, training, reflective practice and ongoing professional development.

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.
- 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 as well as some off-site work duties.

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

- Experience supporting people to identify personal goals and through a process of change, including managing challenging situations in relation to people, including responding calmly to crisis and deal promptly, effectively and safely to complex situations.
- Experience 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.