Everyone deserves a safe place to call home.

Company Limited by Guarantee number 1741926
Charity Number 287779
Registered in England as Single Homeless Project

shp Single Homeless Project

Job title:	Project Worker
Delegated Authority:	Level 7
Team:	Lewisham Vulnerable Adults Accommodation Service (LVAAS)
Responsible to:	Service Manager/Team Manager/Deputy Manager
Responsible for:	N/A

Job purpose

The service is based on 3 main hubs, with the staff team offering support and housing management to 86 units across 11 separate sites. The clients are individuals with complex needs including mental ill health; substance use and offending behaviour or who may present with behaviours which can challenge.

The primary role of the project is to enable clients to understand their emotional and mental health needs and manage these effectively. Project workers will also support clients to develop their living skills, develop & manage relationships, build social networks and access education, training or employment, by completing comprehensive needs and risk assessments with clients and identifying short-term objectives.

Project workers will need to be resilient, innovative, flexible and creative. A commitment to working collaboratively and within a recovery framework. There will be an element of housing management work with the expectation that clients manage a successful tenancy before moving on to more independent housing.

The project is staffed by various project workers and concierges, providing support 24 hours a day. The Project Worker role be required to work a rota inclusive of early, lates weekends, on average one weekend in four.

Key accountabilities

Day to day shift delivery

- To provide effective day to day shift cover that supports the aims of the project.
- To respond to client needs as they present and offer support as required.
- To take on duty role as allocated and ensure that all tasks are completed as required.
- To complete thorough handovers to the next shift and complete any tasks handed over by the preceding shift.
- To take responsibility for management of local keys and petty cash systems.

Support Planning

- To carry out comprehensive initial assessment with clients and significant others.
- To support clients to identify their long-term goals, and short-term objectives to meet these goals.
- To carry our comprehensive risk assessments and risk management plans in conjunction with clients and significant others.
- To review needs assessments, short-term objectives and risk assessments as client's needs change, and in line with organisational standards.
- To minimise risks to clients, staff and others by identifying, reporting and following up any safeguarding concerns.

Information Management

- To record all client contacts in a timely manner and accurately on the client recording data base.
- To contribute to effective service delivery and evaluation by ensuring that all relevant files and recording systems are up to date.
- To always maintain client confidentiality and ensure that all personal data is protected in line with organisational procedures.

Partnership Working

- To work in partnership with other SHP departments, external agencies, both statutory and non-statutory.
- To take personal responsibility for a professional approach that enhances the reputation of the service both internally and externally.

Social Inclusion

- To support clients to work towards gaining greater independence through participation in the service, the organisation and the community.
- To promote the projects internal feedback methods such as the complaint's procedure, meetings, suggestion boxes etc and to respond positively to suggestions.
- To facilitate group activities within the service in response to identified client need or as part of a project wide programme of group work.
- 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.

Client Use of Time

- To work with clients to identify activities that they would like to take part in to prepare them for independence and move through.
- To ensure clients are assisted to access such activities internally/ externally.
- To support clients that are ready to move into work, education or training by assisting them to access suitable courses or placements.

Health & Safety

- To be aware of the roles and responsibilities under SHP H&S policy and the law around H&S at work.
- To take responsibility for the safe working of self and others and to ensure local procedures around Lone Working and Fire are followed when on shift.
- To carry out room and building checks and ensure that issues are reported and addressed in a timely fashion.

Housing Management

- To contribute to the project's income through the minimisation of void loss and arrears.
- Ensuring key client's income is maximised by accessing appropriate benefits.
- Monitoring rent accounts and addressing arrears with clients before they build up.
- Publicise voids, prepare void rooms for letting and process referrals by carrying out initial needs assessments and interviews in a timely manner.

Teamwork & Personal Development

- To be flexible, to share skills and knowledge and support colleagues.
- To participate fully in the rota including weekends, sleepovers or waking nights where appropriate.
- To participate in team meetings, supervisions, performance reviews and training by being fully prepared, ready to share and discuss ideas and offer solutions.

- To 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

- Demonstrable experience of working with people experiencing mental health problems and other complex needs.
- A demonstrable understanding of the Recovery Model, and the ability to engage and motivate people to move towards independence and inclusion.
- A good understanding of safeguarding issues and the ability to undertake comprehensive risk assessments related to this.
- A working knowledge of Housing Management as applied to a residential setting, and an understanding of the rights and responsibilities associated with various forms of tenure including excluded licenses.

Skills and Abilities

- A proven ability to work in partnership with external stakeholders, particularly community mental health services and/or substance use services.
- A proven ability to create and deliver SMART action plans with clients through high quality risk and needs assessment.
- A level of numeracy sufficient to carry out tasks such as budgeting with clients, calculating benefit entitlements and monitoring rent payments.