



Job Description

Job Title: Project Support Worker

Reports to: Team Leader / Service Manager

Job Purpose:

Specialising in providing accommodation and support for people in need after a period of homelessness. Sometimes our residents have been the victims of traumatic experiences and need our support to re-establish themselves in the community.

Objectives	Typical Tasks
<p>Provide the required level and quality of care/ Support in line with partnership standards.</p> <p>(To be responsible for a number of individual's workload and together take responsibility and lead in their support)</p>	<ul style="list-style-type: none"> • Assess the needs of all people referred in conjunction with the coordinators. • Provide support and advice in relation to employment and education applications. • Monitor the health and wellbeing of the people who use the service and ensure access to healthcare as necessary. • Assess daily needs of individual and provide appropriate support. • Assist clients to build social relationships and maintain contacts. • Work with coordinators and specialist workers to enable people who use the service to develop their skills and to network in the community. • In conjunction with coordinators produce and review "SMART" support plans • Support individuals with appointments • Regular key working sessions • Support in daily running of the service with duty ranging from food preparation, serving to cleaning. • Running individual and group sessions
<p>Communicate with internal and external members to support people using the service.</p>	<ul style="list-style-type: none"> • Liaise and develop relationships with relevant workers who can provide information, advice and counselling to assist people who use the service. • Develop relationships between people who use the service and other support services. • Attend planning meetings/reviews for people who use the service. • Work closely with the project team to ensure the best possible package of support is delivered to each person using the service.

Maintain up to date records as required by the Service.	<ul style="list-style-type: none"> • Maintaining up to date records of all care/support needs for people who use the service.
Provide financial and budgeting support to the Service.	<ul style="list-style-type: none"> • Ensure financial transactions are recorded in line with internal guidelines. • Provide administrative support to the budgeting process as necessary.
Maintain health and safety standards in line with Service guidelines.	<ul style="list-style-type: none"> • Ensure relevant standards are followed at all times and maintained. • Maintain good working knowledge of relevant standards in order to implement safely and appropriately. • Carry out daily health and safety checks reporting issues as required
Continuous self development to ensure knowledge and skills are relevant to the service.	<ul style="list-style-type: none"> • Keep up to date with skills and knowledge. • Attend mandatory training. • Attend other training and development activity where appropriate. • Participate in development reviews. • Read and seek to understand all relevant communication eg staff handbook, written communication, marketing literature. • Attendance at staff briefings.
Actively support the vision, philosophies and values of the Charity.	<ul style="list-style-type: none"> • Promote the core values of the Charity, ie respect, compassion, hospitality, justice and trust. • Act in a non-discriminatory manner. • Maintain confidentiality at all times. • Undertake any other duties that are in keeping with the values of the Charity that you have the skill/ability to carry out.

Dimensions

To work a combination of early and late shifts as agreed with the Service Manager including weekends as necessary

Level of Disclosure: Enhanced

Person Specification	
<p><u>Essential</u></p> <ul style="list-style-type: none"> • Fluent of an Eastern European languages particularly Polish, Romanian or Albanian. • Experience of working with homelessness /individuals who have been sleeping rough • Experience of working with vulnerable people with support needs. • Ability to undertake risk and support needs assessments. • Ability to work flexibly and cover shift patterns including weekends and sleepovers if required. • Knowledge of relevant support planning systems. • Good organisational and planning skills. • Excellent interpersonal skills. • Excellent communication skills • Proactive approach to individuals’ needs. • Good understanding of equal opportunities. • Able to work alone or in a team. • Able to work in a pressurised environment. • Assertive approach. • Ability to motivate people. • Ability to use initiative • Good level of IT skills. • Can do and pro-active approach 	<p><u>Desirable</u></p> <ul style="list-style-type: none"> • Coaching/training skills • Experience of establishing networks with other agencies. • Working knowledge of housing and employment issues for non-UK nationals. • Experience of pre-tenancy / resettlement processes. • NVQ/Diploma at Level 3 or equivalent in relevant subject
<p>Special Features</p> <p>Working in a foreign language environment with multi skilled workers Developing a target orientated service within limited resources</p>	