

JOB DESCRIPTION

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|-------------------------|---------------------------------|
| Job Title: | Duty Worker |
| Directorate: | Various - depending on location |
| Reporting to: | Manager/Deputy Manager |
| Responsible for: | N/A |

PURPOSE OF THE JOB

The role of a Duty Worker is to jointly manage the safe day to day running of the project with other members of the team and to provide basic support and advice to clients. The Duty Worker will be the first point of contact at Reception for clients and visitors and will be responsible for coordinating the Health and Safety within the service. The Duty Worker will be expected to regularly participate in team meetings and other ad hoc project groups as agreed with the management and team of the project.

KEY RESPONSIBILITIES

- Working within the rota shift pattern as required; to maintain a friendly and supportive environment within the project.
- To cover all reception tasks, including dealing with phones, post, and all reception enquiries
- To deal with the immediate support needs of clients as appropriate, providing crisis intervention where necessary
- Arranging appointments for clients e.g. with GP/DWP
- To provide advice to clients on housing, health, welfare benefit claims and other issues as necessary
- To record all resident's complaints appropriately and refer to relevant individual
- To liaise and work with Person Centred Support Workers, Sessional Workers, volunteers and external agencies to deliver the highest possible standard of service to clients.
- To diffuse difficult or dangerous situations, resolve conflict between service users effectively and sensitively and to summon outside emergency or other assistance when necessary
- To be supportive of your colleagues including during times of crisis
- To exclude people when necessary in accordance with agreed policies and review these

exclusions with managers

- To issue warnings where necessary in line with local procedure
- To complete reports following serious or untoward incidents and submit to appropriate manager
- To accompany clients on visits to other services where appropriate
- Take delegations of relevant tasks from Person Centred Support Worker

Property management

- To report any maintenance issues and follow up promptly
- Take the lead in clearing and preparing void rooms
- To ensure that the project and its grounds are kept clean and safe including the cleaning of bodily fluids
- To adhere to St Mungo's Health and Safety Policies and Procedures
- To carry out health and safety checks in line with policy and keep records as required.
- To carry out regular checks of fire alarm, emergency call systems and fire drills as agreed with the Deputy Manager and/or Project Manager.
- To carry out locality patrols to ensure the impact of anti-social behaviour is minimised
- To take lead on local Fire Safety Procedures in the service

Financial and administrative duties

- To take the lead on collecting and recording weekly rent and service charges, maintain resident rent records and ensure that arrears are managed in line with the project's policy.
- To take the lead on liaising with the Housing Benefit department and Benefits Agencies to ensure that clients and the Hostel receive all monies due to them.
- To take the lead on keeping accurate daily records of petty cash, service charges and other hostel/Project monies.
- To prepare sign up and booking in documents, including Housing Benefit forms for new residents
- To maintain a high standard of record keeping and keep all financial and administrative systems up-to-date and in line with policy.
- To ensure that all written work both for internal and external use is of a high standard.
- To take the lead on taking Housing Benefit forms directly to the housing benefit office as and when needed
- To keep abreast of current housing legislation, welfare benefit legislation and other matters

relevant to successful support and resettlement of clients.

GENERAL

- Adhere to St Mungo's Policies and Procedures at all times.
- Cover for other members of the team and division as necessary.
- Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- Attend and participate in divisional and team meetings and other meetings as required.
- To attend shift handover meetings, weekly Team Meetings, team review days and other meetings as agreed with the Deputy Manager and/or Project Manager. To chair and take minutes of meetings, as requested.

This job description covers the current range of duties and will be reviewed from time to time. It is St Mungo's aim to reach agreement on changes, but if agreement is not possible, St Mungo's reserves the right to change this job description.

PERSON SPECIFICATION

Duty Worker

Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or covering letter to demonstrate your capabilities, in relation to each point listed under essential requirements in the person specification. Where relevant use your answers to illustrate how your competences have helped you achieve positive results.

ESSENTIAL REQUIREMENTS

Experience

1. Some experience of dealing directly with the public and/or clients or customers in a busy service environment
2. Some experience of liaising effectively with a variety of people/agencies.
3. Some experience of managing complex and difficult situations in relation to people.
4. Personal experience of homelessness **or** a sound understanding of the issues faced by homeless or vulnerably housed people and the difficulties they experience in accessing services that are fully responsive to their needs.

Skills, Knowledge and Abilities

5. Ability to maintain enthusiasm for a high level of contact with clients on a day to day basis.
6. A genuine interest in helping vulnerable people to make changes in their life to move them towards independent living and some understanding of the need to empower clients to make positive changes.
7. An awareness of the causes of homelessness and the needs of vulnerable people.
8. Understanding of some of the kinds of challenging behaviour that clients might demonstrate and awareness of basic strategies for dealing with challenging behaviour.
9. Understanding of:
 - the importance of confidentiality in relation to work
 - professional boundary issues
 - the issues involved in monitoring rent payments and dealing effectively with arrears.
10. Familiarity with IT applications and basic keyboard skills
11. Understanding of data protection, confidentiality and access to information issues and ability to maintain accurate records

The following are required of all roles with St Mungo's. However, you do not need to address these in your application.

- Genuine interest in and commitment to St Mungo's work and client group.
- An understanding of and commitment to diversity & equality
- Willingness and ability to work shifts including evenings, weekends, waking nights, bank holidays including Christmas Eve/ Day and New Years Eve/ Day.
- Willingness to work flexibly in response to changing organisational requirements.

In the selection and interview process, we will be assessing candidates against the following competencies:

| COMPETENCY | PRIMARY INDICATORS |
|--|--|
| Improving and Innovating | <ul style="list-style-type: none"> <input type="checkbox"/> Is client and customer focused <input type="checkbox"/> Is open to new ideas, improvement and change <input type="checkbox"/> Handles situations and problems with innovation and creativity <input type="checkbox"/> Shows commercial and financial awareness |
| Interacting and Influencing | <ul style="list-style-type: none"> <input type="checkbox"/> Takes responsibility and demonstrates values-driven leadership <input type="checkbox"/> Shows self-awareness <input type="checkbox"/> Works well with other people <input type="checkbox"/> Collaborates and networks effectively internally and externally <input type="checkbox"/> Shows sound communication and influencing skills |
| Understanding and Doing | <ul style="list-style-type: none"> <input type="checkbox"/> Able to find and analyse relevant written and numerical information and use it to make sound judgements <input type="checkbox"/> Able to think strategically <input type="checkbox"/> Demonstrates the necessary technical skills and aptitudes at the level that are required for the role <input type="checkbox"/> Has good writing skills at the level required for the job <input type="checkbox"/> Plans, organises and manages time well <input type="checkbox"/> Demonstrates compliance and accountability |
| Involving and Including | <ul style="list-style-type: none"> <input type="checkbox"/> Builds client/stakeholder involvement into all activities <input type="checkbox"/> Aware of own level of cultural competence and proactively seeks to develop <input type="checkbox"/> Actively promotes equality, diversity and inclusion among colleagues and clients. |
| Managing and Empowering (for managers only) | <ul style="list-style-type: none"> <input type="checkbox"/> Builds a high performing team <input type="checkbox"/> Provides staff with clear direction and support <input type="checkbox"/> Motivates, supports, enables and promotes the wellbeing of their team <input type="checkbox"/> Manages the operational aspects of their function efficiently <input type="checkbox"/> Implements plans, strategies and services effectively <input type="checkbox"/> Actively contributes to service growth |