

JOB DESCRIPTION

Title of Post:	Project Worker (Date Palm Project)
Directorate:	West London and South West England
Location:	Willesden Green, Brent
Responsible to:	Service Manager
Responsible for:	N/A
Date:	April 2017

PURPOSE OF YOUR JOB

- The Date Palm project is a new innovative service working with eight Muslim men in a supported house in the London borough of Brent. The service will involve working with clients prior to their release from prison and then post release in the accommodation setting.
- This is a demanding role, requiring an individual who is able and aware of the needs of this particular client group and is able to demonstrate a good understanding of these requirements.
- Provide housing related support to male Muslim Ex-offenders in order to maximise individual potential.

KEY RESPONSIBILITIES

Assessment and Case Work

- Provide high-quality support, care and advice to clients that focuses on their strengths and goals, and is delivered in a way that suits them and within a framework of active engagement, positive risk taking and person centred planning.
- To conduct desktop and formal face to face interviews with prospective clients.
- To induct new clients in line with the project's policy
- To assist clients in making successful claims for housing benefits, welfare benefits and/or in work benefits as appropriate
- Organise and undertake formal and informal key working activities in a way that effectively encourages engagement, and promotes opportunities for ongoing support for clients.
- To work with clients in producing person centred support plans, ensuring that case reviews are carried out and that support plans are implemented and adequate case records are maintained
- To assess factors which could impact on the safety of clients or others, and to develop a management plan with the client and other services delivering relevant support.
- To identify and work with a range of agencies to ensure all clients have access to relevant services including both statutory and non-statutory support and community resources
- To accompany clients to visits and other services where appropriate
- To update St Mungo's client database with all relevant information

- To complete onward referrals to identified move-on and support clients to prepare effectively for move on
- To support *and encourage* clients to undertake housekeeping and cleaning duties as necessary in order to maintain a clean and safe physical environment
- Develop and implement opportunities for individuals and groups of clients to help them build and engage in their community (both within the service and in the wider St Mungo's)
- To participate effectively in the service's relationship building with neighbours and stakeholders

Housing management, financial and administrative duties

- To ensure that rental income is maximised by filling voids promptly and in line with the project's policy
- To liaise with Housing Benefit and the Department of Work and Pensions to ensure that clients and the Hostel receive all monies due to them
- To keep accurate daily records of petty cash, service charges and other hostel/project monies
- 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 participate in taking Housing Benefit forms directly to the housing benefit office as needed
- To carry out premises inspections, and health and safety inspections and tests, ensuring prompt and accurate record keeping and appropriate follow up of issues.
- To respond promptly to reports of maintenance problems, ensuring follow up as appropriate, and in line with St Mungo's policies.
- 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.

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

Project 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. This will give you the best possible chance of being shortlisted.

ESSENTIAL REQUIREMENTS

Experience

1. Helping vulnerable people to identify personal goals and supporting them through a process of change.
2. Managing complex and difficult situations in relation to people.
3. Liaising with and coordinating the work of a number of individuals and/or agencies to achieve effective outcomes.
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.
5. Some experience of working with offenders, or vulnerable adults in a criminal justice setting (or related field).

Skills, Knowledge and Abilities

6. Ability to maintain enthusiasm for a high level of contact with clients on a day to day basis.
7. A non-judgmental approach to working with homeless people.
8. Ability to maintain and monitor finance systems, maintain accurate records and self-administer
9. Understanding of the support needs of people with low incomes, including rent payments and arrears.
10. Familiarity with I.T applications and basic keyboard skills.
11. Knowledge of criminal Justice system and classifications (Mappa, PPO).
12. An understanding or knowledge of Islam

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

- An understanding of and commitment to Diversity & Equality
- Willingness and ability to work shifts including evenings, weekends, bank holidays including Christmas Eve/ Day and New Year's Eve/ Day
- Willingness to work flexibly in response to changing organisational requirements

In the selection testing/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