

## **JOB DESCRIPTION**

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<b>Job Title:</b>	<b>Project Worker</b>
<b>Directorate:</b>	<b>Various - depending on location</b>
<b>Reporting to:</b>	<b>Manager/Assistant Manager/Deputy Manager</b>
<b>Responsible for:</b>	<b>N/A</b>

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## **PURPOSE OF THE JOB**

The role of the Project Worker is to manage a case load of clients, ensuring that each client is provided with person centred support and empowered to make changes in their lives, including linking them in with all necessary external agencies. Part of the role is participating in the day to day management of the hostel and providing advice and basic support to clients. This will vary to a greater or lesser extent at each hostel and with each role.

## **KEY RESPONSIBILITIES**

### **1. Assessment and Case Work**

- 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 welfare benefits
- To use a range of specialist assessment and personalised support planning tools to engage clients in the assessment and support planning process
- To work with clients in producing person centred support plans and ensuring that case reviews are carried out and that support plans are implemented and adequate case records are maintained
- To assess client risk and develop risk management strategies with the client and other services delivering mutual support
- To issue warnings and eviction notices in line with local policy
- To work with a range of agencies to ensure all clients have access to relevant services including both statutory and non-statutory support
- To provide specialist advice to clients on housing, health, welfare benefit claims and other issues as necessary
- To identify relevant sessional and specialist support using individual needs assessment and action planning
- 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

## **2. Cover for Reception / Duty Worker role**

- To cover reception tasks, including dealing with phones, post and all other reception enquiries, either on a duty rota, or on an ad hoc basis, depending on the project / roles.
- To deal with the immediate support needs of clients as appropriate, providing crisis intervention where necessary
- To support colleagues in diffusing difficult or dangerous situations and to summon outside 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

## **3. 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.

## **4. General**

- To keep abreast of current housing legislation, welfare benefit legislation and other matters relevant to successful support and resettlement of clients.
- To represent St Mungo's and the Project externally at meetings, open days and events, as requested.
- To adhere to St Mungo's Policies and Procedures at all times.
- To 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.
- To attend shift handover meetings, weekly Team Meetings, team review days and other meetings as agreed with the Assistant Manager and/or Project Manager. To chair and take minutes of meetings, as requested.
- To work on a shift rota in line with local working practice

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

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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 co-ordinating 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.

#### 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 non-judgemental approach to working with homeless people.
7. Understanding of:
  - the tasks involved in the day-to-day running of a hostel.
  - maintaining and monitoring finance systems.
  - the support needs of people with low incomes, including rent payments and arrears.
  - professional boundary issues.
8. Familiarity with IT applications and basic keyboard skills.
9. Ability to maintain accurate records and self-administer

**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, 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
<b>Improving and Innovating</b>	<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
<b>Interacting and Influencing</b>	<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
<b>Understanding and Doing</b>	<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
<b>Involving and Including</b>	<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.
<b>Managing and Empowering (for managers only)</b>	<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