

## Job Description

**Job title:** Project Worker

**Main purpose of the job:**

1. Provide practical advice, information and support on a range of issues including, tenancy sustainment, education, employment, life skills and the promotion of personal independence.
2. To support service users to seek improvements to their mental health, manage physical health or substance use issues if required.
3. Provide intensive housing management to residents living in our supported accommodation. Regular contact with residents through key-working and support plans.

**Department:** Supported Housing

**Scale:** Points 11 – 16

**Salary:** See HARP website for salary

**Hours:** Full Time (37 per week)

**Term:** Permanent

**Position reports to:** Co-ordinator/ Team Manager

**Position is responsible for:** Volunteers, Peer Mentors **Main Responsibilities**

- Ensure residents in supported accommodation receive a welcoming, supportive and positive experience that gives them the time and space to adjust to a home environment and more settled way of life.
- Manage a caseload, key working service users and undertaking assessments, support plans and reviews.
- Build warm and positive relationships with service users, keeping the individual's best interests at heart.
- Deliver a package of support individually tailored for each resident.
- Ensure that all health & safety checks within our buildings are carried out in accordance with HARP policies and procedures.
- Enable residents to retain their accommodation, prevent evictions and assist residents that are ready to move on.

**Delivery**

- Ensure that all residents have an accurate fully maintained case file, taking responsibility to keep resident's files up to date with regular reviews.
- Advise residents of their welfare, housing, benefit and legal rights and support and assist them where necessary in obtaining any of the benefits that they are entitled to.

- Support and assist service users in obtaining the correct medical, dental and mental health care necessary to maintain a healthy life-style.
- Encourage residents and service users who with addiction issues to take steps to address them and support them in engaging with specialist agencies that can offer them treatment.
- Work alongside residents to develop living skills (budgeting, cooking, laundry & personal hygiene) ready for move on.
- Assist colleagues in a range of meaningful activities groups as required.
- Provide evening and weekend cover across all sites in accordance with the work rota.
- Ensure that anti-oppressive practices are an integral part of the service and that it is applied to all our residents and service users.

### **Monitoring and Evaluation**

- Ensure that the information on the HARP In-Form database is accurate and fully updated so that it is always available for monitoring and reporting purposes.
- Conduct exit interviews with participants.

### **Stakeholder Management**

- Develop and maintain good professional working relationships with all agencies that work in partnership with HARP.
- Attending partnership meetings to discuss jointly agreed actions to enable a service user progress in their journey.

### **Press and PR**

- Support the work of the Fundraising & Communications Departments as required in promoting HARP's services to the local press and media agencies.

### **GDPR & Data Protection**

- Ensure all HARP data is kept according to HARP's GDPR and Data Protection policies in line with national legislation.

### **Confidentiality**

- Treat personal, private or sensitive information about individuals, organisations and/or clients or staff with confidentiality.

### **Budget**

- Ensure timely housing benefit claims are made and service charge is collected and recorded correctly.

### **Housing Management**

- Make contact with residents on a regular basis, recording this on HARP's database.
- To ensure that residents understand tenancy issues, rights and responsibilities.
- To ensure HARP properties, whether owned or leased, and the surrounding environment is safe and secure; conducive for effective client engagement and support and also supports cohesive neighbour and community relations.

# Person Specification

## Qualifications

1. NVQ Level 3 or equivalent in Health and Social Care (Adults), Housing, IAG (Information, Advice and Guidance) or any other related qualification. **Desirable**

## Relevant experience

2. Knowledge of the regulatory requirements and best practice guidance relating to people that are affected by homelessness and the issues that may affect them. **Essential**
3. Experience of applying Health & Safety guidance. **Desirable**
4. Experience of working with a range of stakeholders and partnership working. **Essential**

## Aptitude, Skills and Abilities

5. Clear communication skills face to face and on the phone or email, applying trauma informed approaches. **Essential**
6. Ability to cope with challenging situations, and deal with them calmly, efficiently and effectively. **Desirable**
7. Ability to establish trust and maintain a good rapport with residents when carrying out advice/support work; including the ability to identify and raise concerns regarding safeguarding. **Essential**
8. Self-motivation and the confidence to work alone but can also work co-operatively and flexibly as part of a team. **Essential**

## Personal Attributes

9. Patience, politeness resilience and self-control. **Essential**
10. Able to work evenings and weekends and Bank Holidays on a shared rota. **Essential**

Updated 10.11.2020