

| Job Title | Project Worker | | |
|------------------------------|----------------|-------------------------------------|---|
| Team | Roffey Place | Reports to | Housing Services Manager / Deputy Manager |
| Department | Operations | Location | Horsham |
| Flexibility for home working | Y/ <u>N</u> | Direct Reportees If yes, number: | Y/ <u>N</u> |
| Budget responsibilities | Y/ <u>N</u> | | |

Main Purpose of Job:

To provide advice, support and interventions to residents on a case work basis in order to enable them to achieve their goals and aspirations and access more sustainable accommodation. Working as part of a team responsible for the day-to-day management of the accommodation service, and alongside clients, to provide a high quality, positive and safe place to live.

Main Duties:

Support Work

- Provide high-quality, person-centred support and advice to clients that focuses on their strengths, goals and ambitions; working with a caseload of individuals to establish their own personalised support plans
- To support a flexible harm-minimisation approach in working with clients with a history or ongoing substance misuse alongside strategies to reduce the risks of harm
- To assist clients in making successful claims for benefits including housing, welfare and work-related as appropriate to maximise income.
- Provide informal/formal key working using brief interventions and motivation-based support.
- To work directly with clients to plan safety and risk actions, including other agencies.
- To link clients with voluntary, statutory and other specialist agencies to provide support around issues such as housing, physical or mental health, addiction, harm minimisation, welfare benefit claims and any other identified support goals.
- To accompany clients to external appointments and activities where necessary
- To assist in all aspects of facilitating moves into the project for prospective clients, including conducting face to face or remote interviews, supporting the swift turnaround of empty rooms and inducing and welcoming new clients to the project.
- To maintain a high standard of written work and record keeping, including updating our client database with all relevant information and keeping financial and administrative systems up-to-date
- Support clients to maintain all aspects of their license agreements, including payment of service charge, safety and accommodation standards and living cohesively with others in order to prepare for independent living.

- To encourage co-production among our client group, developing, encouraging and sharing opportunities for them to be involved in the development and running of the service.

Living environment

- Maintain a clean and safe physical environment, including regular building and health and safety checks, attending swiftly to maintenance issues and removing any hazards.
- Provide a welcoming reception area and service for clients and other callers

Reception/front of house

- Manage the reception by dealing swiftly and courteously with phones, post and all other reception enquiries.
- Be able to challenge in an assertive, yet empathetic way, disruptive and/or challenging behaviour, doing so in a manner that balances need of the individual alongside the safety of the service, neighbours and visitors
- Manage the immediate presenting support needs of clients where needed, providing crisis intervention if necessary
- Support all colleagues in diffusing difficult and/or dangerous situations and seek outside assistance if necessary

Compliance with Organisational policies and regulatory requirements

- Abide by Turning Tides' training, policies and procedures and regulatory requirements at all times and in particular:
 - Health and Safety
 - Adult and Child Safeguarding, Professional Boundaries
 - Confidentiality and Data Protection Act

Equality and Diversity

- Promote and embed a proactive approach to equality and diversity – by example and approach.

General

- Maintain personal development including participation in performance reviews and training.
- Undertake any other reasonable duties required by the management team.
- Maintain at all times the ethos of Turning Tides.

Specification

Applicants will be assessed based on the following criteria.

Knowledge and Experience

| Criteria |
|--|
| Knowledge of the potential support needs of clients, including experience of homelessness and rough sleeping, trauma, substance use, multiple exclusion and mental health. |
| Experience of delivering support aimed at promoting change. |
| Good working knowledge of strengths-based and trauma-informed working and harm minimisation. |
| Ability to develop effective partnerships with others, including the ability to advocate for clients to meet support and housing needs. |
| Knowledge and understanding of the need for professional boundaries, safeguarding and confidentiality. |

Skills and abilities

| Criteria |
|---|
| Ability to communicate verbally and in writing with a wide range of audiences including clients, colleagues, and outside agencies. |
| Ability to manage a caseload, including understanding each person's current situation, goals and aspirations, coordinating wraparound support from other agencies, maintaining accurate client records, and information-sharing as appropriate. |

Specific Job Requirements

| Criteria |
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| Ability to work on a shift pattern, including bank holidays, weekends and unsociable hours. |