

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

## Job Purpose

This role provides holistic, client-centred support to individuals with complex needs—such as substance misuse, mental health issues, and histories of trauma and criminal justice involvement—through motivation-based interventions aimed at harm reduction and personal development. Serving as the main point of contact for a designated caseload, the role involves creating and monitoring personalised support plans, risk assessments, and structured move-on pathways to help clients achieve stability and positive change. Collaboration with both internal teams and external agencies is key to delivering well-coordinated care, while also mentoring and supporting team members, including night staff, volunteers, and students, to ensure cohesive, high-quality service.

## Key Responsibilities

- To provide a support service to clients with multiple and complex needs (substance misuse, mental health issues, dual diagnosis, offending history, history of traumatic life events), on a 1:1 basis through brief interventions and motivation-based interventions.
- 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
- Managing and monitoring closely the risks associated with substance or alcohol use and ensuring that we provide good quality, robust harm minimisation support.
- Key working a designated caseload of clients. Keeping full and accurate casework records and acting as a focal point for information and support to those clients. This will also include being responsible for identifying and facilitating positive move on for those clients.
- Develop, monitor and review SMART support plans, risk assessments and structured move on plans in partnership with clients. As well as provide support and advice to staff in creating and reviewing such plans with clients.
- To promote effective collaborative working with internal and external services.
- Take every opportunity to involve clients in the design and delivery of the service they receive, ensuring clients are provided with opportunities to be involved in all areas of the running of their project.

- Provide mentoring and support to project workers, waking night workers, relief staff in a constructive, effective and creative way.
- Responsible for the supervision and development of volunteers and students when required.
- Make a positive contribution to and work constructively within the team, including the use of Reflective Practice and developing your own abilities to enhance team performance.
- Overseeing and developing office processes and systems to include handovers and shift planning.

### **Housing Management**

- Ensuring the requirements of licence agreements are fulfilled, including making decisions on action where there are significant breaches
- Maintaining and keeping accurate records including events and incidents, complaints, resident's files, statistics and other monitoring information. To provide written reports on specific areas as required by the project manager.
- Joint responsibility for Housing management tasks including - health and safety, security in the workplace, service charge collection and supporting the maximising of income to the service.
- Supporting the management team with maintenance reporting, recording and follow up.

### **Compliance with Organisational policies and regulatory requirements**

- Abide by Turning Tides' policies and procedures and regulatory requirements at all times and in particular:
  - Health and Safety
  - Adult and Child Safeguarding, Professional Boundaries
  - DPA and Data Management
- Ensure all service policies and procedures are regularly reviewed and well embedded.
- Play an active part in the development and implementation of organisational wide policies and procedures.

### **Equality and Diversity**

- Promote and embed a proactive approach to equality and diversity – by example and in management approach
- Participate in equalities impact assessment and review as required

### **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 invited to interview based on the following criteria.

### Knowledge and Experience

Criteria
Good knowledge of welfare benefits, financial inclusion, housing and homelessness law and policy relevant to homelessness.
Knowledge and understanding of the need for professional boundaries, safeguarding and confidentiality
Good knowledge and practical experience of using person-centred tools to support recovery and development of clients, as well as the ability to transfer such knowledge and any associated skills.
Experience of delivering support to people with multiple and complex needs or in a residential setting
Proven track record of involving clients in the delivery of services.

### Skills and abilities

Criteria
Ability to motivate and inspire a team in their work with clients and to promote ethos of the project.
Good computer literacy skills and ability to make effective use of data to improve service quality.
Good people skills including different styles of communication and listening.