

Job Title:	Project Worker
Department:	Resettlement team
Work Hours:	37.5
Reporting To:	Resettlement Manager
Responsible For:	n/a
Salary:	£25,119 - £29,777 (depending on experience)

ROLE PROFILE

PRIMARY OBJECTIVE OF THE ROLE
<p>Based within Threshold’s Resettlement team, you will be responsible for the delivery of an effective, high-quality, person-centred support service to residents with a background of homelessness and a range of medium to high needs. These include entrenched drug and/or alcohol issues, mental health issues and a range of offending backgrounds.</p> <p>This role provides support to residents and promotes resident engagement through the development of positive relationships and providing support to move towards independence.</p>
OUR MISSION:
To end homelessness. To help vulnerable people create a better life and independence.
OUR AIM:
<ul style="list-style-type: none"> ▪ To prevent homelessness in Swindon. ▪ To alleviate the associated social exclusion of homelessness and actively assist recovery from its effects. ▪ Influence policy that affects homeless and socially excluded people.
KEY DUTIES:
<ul style="list-style-type: none"> ▪ To be responsible to the Resettlement Manager for the day-to-day delivery of the resettlement support service ▪ Support a caseload of between 20 and 25 residents ▪ Use motivational and asset based interviewing techniques to interview, assess and create support plans and risk assessments that address the needs of residents ▪ Take a positive, trauma-informed approach to working with residents with complex needs and challenging behaviour ▪ Conduct regular reviews of support plans and risk assessments as required ▪ Take a pro-active approach in multi-disciplinary support required for residents ▪ Work within a Psychologically Informed Environment approach and strive to meet targets and deliver results ▪ Ensure a high standard of customer service is upheld ▪ To attend team meetings and take part in service policy and planning ▪ To participate in team meetings, team review days and other meetings as agreed with the Resettlement Manager ▪ To keep abreast of current housing legislation, welfare benefit legislations and other matters relevant to successful support and move on of residents ▪ To respond and process referrals made to Threshold and ensure those accessing the service meet the service eligibility criteria

- To ensure all case work is properly recorded and all service offers and outcomes are entered clearly onto the case management system
- To deal with the immediate support needs of the residents as appropriate
- To assess resident safety and develop risk management strategies with the resident and other involved services
- To ensure all service delivery policies and decisions made by the Resettlement Manager or team are observed and followed through
- To keep accurate records and statistics on referrals, service outputs and outcomes
- To maintain a high standard of record keeping in the office and keep all financial and administrative systems including resident files in the office in an accurate and up-to-date manner in line with policy
- To ensure that all written work both for internal and external use is of a high standard
- To ensure the results of all assessments and all service offers are entered clearly and in a timely fashion onto the case management system
- To liaise and negotiate effectively on a day-to-day basis with outside agencies including the police, social services and other statutory and voluntary agencies
- Carry out inspections of properties to ensure that they are maintained to a good standard
- Take appropriate action to deal with breaches of licence agreements or support contracts
- Take a proactive approach to support residents to maintain their property to a good standard
- Ensure void turnaround times are kept to a minimum by reporting maintenance issues promptly and getting rooms ready for residents to move in to
- To build and maintain good working relationships with colleagues
- Ensure that all duties and services provided are in accordance with policies and procedures
- To comply with individual responsibilities, in accordance with work role for health and safety in the workplace
- To undertake such other duties within the competence of the post holder which may be required from time to time

PERSON SPECIFICATION

Experience:

- A demonstrable level of experience and understanding of the range of approaches appropriate to working with challenging behaviour including current drug /or alcohol use, antisocial behaviour, offending, substance misuse and complex needs
- Experience of working with clients in a trauma-informed way with proven effectiveness
- Demonstrate an understanding of statutory compliances and standards such as health and safety, equal opportunities, data protection, particularly within a residential setting
- Demonstrate excellent customer service skills. Ability to develop good working relationships and rapport with residents and stakeholders
- Using motivational interview techniques to produce and approach referrals, needs and risk assessments and support planning in a SMART manner
- Knowledge of Psychologically Informed Environments (PIE)
- Demonstrable experience within local authority, voluntary, independent, charity or social housing sector
- Successful track record of work with colleagues to achieve common goals
- Working across agencies and / or partnership arrangements
- Awareness of issues facing people that experience homelessness or rough sleeping

Skills & knowledge:

- IT skills and particularly Microsoft Office packages
- Knowledge, understanding or experience of working in a casework management system
- Knowledge in identifying and dealing with substance misuse issues

- Sound knowledge and understanding of the issues affecting supported housing and vulnerable adult groups
- Understanding of health and safety in a supported housing setting

Abilities:

- Willingness and ability to be part of an on call system during evenings and weekends (on a rota basis)
- Ability to motivate those with complex needs to engage with meaningful activities
- Evidence of effective de-escalation techniques
- Ability to interact and communicate effectively with a wide variety of people at all levels, maintaining professional boundaries
- Ability to interpret and communicate the meaning of legislation, policy, guidance, research and information on best practice
- Ability to work co-operatively to achieve goals
- Self-sufficient and highly organised with the ability to accomplish goals according to deadlines, and a flexibility and to juggle a variety of tasks
- Ability to act on own initiative and effectively under own direction, as well as productively within a team
- Strong sense of responsibility and accountability
- Awareness of own training and support needs
- Full current driving licence

Desirable criteria:

- Experience of using In-Form as a case management system
- Qualifications relevant to supporting vulnerable adults
- Successful track record in developing services in response to changing needs and demands