

ST JOHNS HOUSING TRUST



JOB DESCRIPTION

Job Title: Project Worker

Project: Phoenix House

Hours /week: 37.5 hours in accordance with the ongoing rota

Responsible to: Operations Manager

Reports to: Project Manager

Overall Purpose:

To work with SU to address issues contributing to homeless and support them to work towards successful integration back into society.

The post holder is required to work flexibly in the best interest of the Trust, usually on a rota basis.

Performance outcomes:

- Assume key working role for SU, including preparation for resettlement (80%)
- Security of the building and contents and ensure all SU charges are paid and HB claims properly completed and adhered (10%)
- Teaching basic skills (10%)

Main duties:

1. Support SU based on the requirements of the *Support Plan Form*.
2. Act as a *key worker* for designated SU, as required.
3. Encourage and help SU to do things for themselves and *to be involved in decisions* affecting their lives, such as routines in the hostel, their support plan, activities out of the hostel, etc., so that they develop increased *self confidence*, experience in making decisions and independence.
4. Supporting SU in *financial matters* and deal with petty cash.
5. Encourage and assist service users to *make use of leisure activities* and services in the local community.
6. Support SU to *make informed choices* and have new experiences.
7. Assess the new SU skills and help with *skill training*.
8. Attend *staff meetings*.
9. *Liaise with other agencies* and professionals where appropriate, such as GPs, Social Workers, Housing Officers, and Welfare Benefits.
10. *Write reports and maintain other written records*, such as Service Users; personal notes, support plans, office diary, log book, etc.
11. Undertake *domestic tasks* when required such as cleaning rooms, preparing sandwiches.

12. Let a *senior member* of staff know about any significant matters as soon as possible including appropriate use of the on-call system.
13. Do any other jobs at a similar level which the manager may reasonably ask.
14. Keep *information confidential* and *maintain professional boundaries*.

Note: To allow for the changing needs of the service, the job description is subject to periodic review and may be amended following discussion with the post holder.

PERSON SPECIFICATION

Essential criteria:

1. Good communication skills;
2. Empathy towards SU;
3. Good computer skills (Word, Excel);
4. Ability to remain calm in difficult and challenging situations and to respond appropriately;
5. Ability and willingness to be flexible and work unsociable hours including evenings, nights, weekend and bank holidays, as per the rota in place at the project;
6. Willingness to undertake any appropriate further training as required;
7. Knowledge of Drug and Alcohol Awareness

Desirable criteria:

1. Experience of working with homeless people
2. Experience of working with adolescents
3. NVQ 2 in Social Care

What you can expect from us:

- Regular supervision and support from your line manager
- 24 days annual leave (177.5 hours) rising to 29 (214.5 hours)
- Occupational sick pay after 12 months
- Employer Stakeholder Pension after the probationary period
- Opportunities to progress in the future
- 1.5 times hourly rate for working on Bank Holidays
- Opportunities for professional development

SU = Service Users; HB = Housing Benefits