

JOB DESCRIPTION

Job Title:	Project Worker & Relief Project Worker
Company:	ClwydAlyn Housing
Department:	Supported Living
Responsible to:	Senior Project Officer/Supported Living Coordinator
Responsible for:	The provision of the support and housing management services to individuals and / or families residing at the scheme assisting the Senior Project Officer in the provision of a high-level service in accordance with the overall aims and policies of ClwydAlyn
Grade:	3 (may include sleep-ins, (allowance as applicable)
Qualifications:	A recognised qualification in housing, family welfare, social care, supported housing or NVQ2 in a relevant discipline and/ or relevant experience
Location:	Various locations. The post holder will be based at one location but may be asked to work at any of CAHA's other Supported Living schemes subject to operational requirements.
Date of Evaluation:	January 2019

Disclosure & Barring Service Check requirement:

This role has been assessed as requiring an **Enhanced Level Disclosure and Barring Service (DBS) with Barred List check** due to the work being undertaken being performed directly with vulnerable groups or children which is deemed regulated activity. Staff will need to demonstrate through their DBS check that they have no spent or unspent convictions, cautions, reprimands or warnings which would impact on their ability to carry out their role. This level of check will also highlight anyone barred from working with vulnerable groups including children.

Any risks identified through the DBS check will be reviewed by the Group and a Risk Assessment undertaken. The outcome of the Risk Assessment may result in job offers being withdrawn or existing staff member's employment being reviewed. Further information is available in the Group's DBS Policy and Procedure which can be requested from the HR Team.

1. Purpose of the Post

- 1.1 To provide good quality, safe, supported accommodation, empowering vulnerable people, with a wide range of complex needs (including Children and young people) where applicable towards independent living.
- 1.2 To be a part of a team of project staff providing support and guidance to service users in a range of settings including but not limited to Hostels, Night Shelters, Street Outreach and those living in move-on accommodation as part of their Individual Support Plan and Risk Management Plan.
- 1.3 To provide a range of individual and group support, guidance, training and advice to service users.
- 1.4 To work with the Senior Project Officer to ensuring that all service users' records are regularly maintained to a high standard, as required by our funding bodies, using a range of recording systems electronic and manual.
- 1.5 Under the supervision of the Senior Project Officer, to ensure that a full admission procedure for all service users referred to the project is completed, ensuring that the appropriate Needs and Risk plans are agreed and carried out.
- 1.6 To assist the Senior Project Officer in the provision of a high-quality Housing Management and Support Service

2. Knowledge & Abilities

- 2.1 Where required, to facilitate and encourage group and individual Tenant Participation.
- 2.2 To ensure that the individual support and guidance as defined within an individual support and risk management plan is delivered
- 2.3 To create an environment at the Scheme where the service users are able to optimise their life changes and raise their self-esteem.
- 2.4 To ensure the promotion of non-vocational activities within and outside of the Scheme.
- 2.5 To ensure accessibility to the service users and to be responsive to their needs.

- 2.6 To have an understanding of the Safeguarding of vulnerable people and follow the Companies Policies in relation to identifying, reporting and escalating as required.
- 2.7 To have an understanding and knowledge of Welfare Reform, this includes working and non-working benefits which may affect the individual's ability to afford day to day living costs
- 2.8 The ability to deal with conflict, manage aggressive behaviour and diffuse situations effectively
- 2.9 Excellent communication skills both written and verbal

3. Managing Others

- 3.1 where required to direct the work of Relief staff and agency staff and other ancillary staff.
- 3.2 Ensuring health and safety and risk assessments are given priority in relation to Service users, staff and visitors to the scheme
- 3.3 To ensure the scheme is a safe environment for the Service users, staff and visitors

4. Working with Others

- 4.1 To work and liaise closely with a range of multi-disciplinary partners.
- 4.2 To participate where required in Multi-Disciplinary meetings

5. Problem Solving / Decision Making / Innovation

- 5.1 To assist in the implementation of effective monitoring and recording systems for the Scheme.
- 5.2 To ensure high quality services are maintained in accordance with the relevant policies and procedures
- 5.3 To minimise void loss by taking a proactive role in ensuring vacant rooms are thoroughly cleaned and re-equipped to the required standards immediately as the void arises
- 5.4 To ensure a high standard of daily cleanliness and tidiness throughout the Scheme both internally and externally.

6. Use of Technology

- 6.1 To have a working knowledge, understanding and practical experience of IS packages including Genesis, Microsoft Word, Outlook

7. Budgets & Cash Handling

- 7.1 In accordance with Company Policy and Procedure ensure effective: -
 - 7.1.1 Taking and recording of rent payments
 - 7.1.2 Rent Arrears/Void Management
 - 7.1.3 Comforts Fund and Petty Cash handling and reconciliation

8. Unsociable Conditions

- 8.1 A flexible approach to the role is required which will include where necessary and according to the requirement of the individual scheme to work bank holidays, evenings, sleep-ins, waking nights and weekend shifts on a rota basis, including lone working, determined by operational requirements.

9. Group Core Responsibilities

- 9.1 To provide and actively promote excellent Customer Service for both internal and external service users and stakeholders, ensuring the customer experience is a positive one.
- 9.2 To be responsible for the application of Health & Safety practices within daily working practices sharing a common responsibility for Health & Safety across the Association.
- 9.3 To comply with the Association's Risk Management Strategy, identifying and mitigating against risk.
- 9.4 To be responsible for the application of Equality and Diversity practices in accordance with Association policy and procedures within daily operations.
- 9.5 To comply with Standing Orders, Association Policies and Procedures and to make know to Line Managers any areas which are not adequately covered.
- 9.6 To perform any other reasonable task as determined by the Manager, Director, Group Chief Executive or Board of Management.