

JOB DESCRIPTION

Job Title:	Project Worker
Service / Department:	FreshStart, St Austell
Reports To:	Service Manager
Responsible For:	N/A
DBS Check:	Enhanced with Adults Barring

Job Purpose:

At Salvation Army Homes, we are dedicated to providing comprehensive, good quality housing services, support and resettlement, for people who have recently experienced homelessness and who are in need of support and accommodation

FreshStart works to motivate homeless people to recognise and unlock their talents to enable them to achieve their full potential. To assist in the provision of a comprehensive good quality housing service that provides support and resettlement to residents that have experienced homelessness. Empowering and enabling them to live independently. To be proactive in supporting individuals in the area of social inclusion and accessing services.

Main Duties and Responsibilities:

- To work with service users to ensure that they receive an individual comprehensive supported housing service delivered to the highest possible standard
- To participate in the initial assessment of homeless people ensuring that those admitted to the service are offered accommodation, training and the opportunity to identify and develop their talents.
- To develop and maintain good professional working relationships with internal colleagues and external service providers creating close and productive partnerships in order to aid the provision of good quality support services and create a professional image of the association.
- To ensure that support plans, risk assessments and Risk Management Plans are developed alongside residents as part of their ongoing support.
- To be proactive in order to maximise rent collection and effectively manage any arrears to stay within the target percentage.
- To proactively manage void properties and assist in achieving the target days for voids turnaround
- To be responsive to repairs to the service ensuring that the rooms are kept in a good state of repair.
- To facilitate client participation and involvement and enhance social integration within the service through social and leisure programmes.
- To be aware of relevant legislation, policy and benefits affecting people who access our service.
- To ensure that all client groups are aware of and, where applicable, abide by house rules, code of conduct, agreements, policies, procedures and ethos.
- To maintain an efficient administration system which meets the needs set by Salvation Army Homes for records and reports, and complies with statutory, regulatory and inspection requirements for records and reports.
- To deal with any other task commensurate to the need of the service as deemed necessary by the Deputy/ Manager.

- Adhere to the Association's policies, procedures and strategies as applicable with particular reference to the health and safety and diversity documents
- Undertake mandatory training as and when required by the Association or if identified as a training need. Undertake additional role specific training as and when required.

Related Activities:

- Participate in essential training, role related training and to work in accordance with relevant Salvation Army Homes regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
- Fully align with Salvation Army Homes values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour.
- Engage with your colleagues and to maintain and contribute to a positive staff culture.

PERSON SPECIFICATION

Qualifications and Memberships:

Though not essential, the following membership / qualifications or equivalent level experience would be beneficial in this role:

- Degree level qualification or equivalent in a relevant field

Aptitudes and Abilities:

- Computer literate to intermediate level in all MS packages
- Ability to produce and present information clearly
- Good time management with an ability to work under pressure and manage any conflicting priorities
- Ability to work outside normal working hours in accordance with the needs of the business
- Excellent telephony skills and has empathy with users
- Able to demonstrate attention to detail in order to promote and achieve high standards
- Ability to put new innovative ideas into practice and adopt methods of delivery
- Empathy with client group
- The ability to participate in the 24 hour rota

Experience and Interests:

- Educated to GCSE standard
- Experience of working in homeless services
- Experience of managing complex and difficult situations
- Knowledge of homelessness and the issues it can cause
- Knowledge of the relevant funding frameworks and support services offered to vulnerable people
- Experience of support work with vulnerable groups
- Experience of Social housing
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Values and Behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours, along with working as part of #OneTeam, helping Salvation Army Homes achieve our mission. Our values and behaviours mean a lot to us. They help define how we should all work, what we're here for and this helps us to stand out from other providers and employers.

S	Servant Leadership — we help people thrive	Have we given our audience everything they need to succeed in their next step?
P	Passion — we love our work	Have we spoken boldly and with confidence? Have we spoken out rather than stayed silent?
I	Inclusion — this is a team effort	Have we kept our communication simple and to the point? Have we used clear, accessible English?
R	Respect — we show respect for all	Have we given our audience credit for their intelligence? Have we advocated for our residents?
E	Empowerment — we have trust	Have we given the right context to our message? Has our communication been story-driven?