

JOB & PERSON SPECIFICATION



JOB DESCRIPTION

Job Title:	Project Worker
Service:	Abbott Lodge, Salford
Reports to:	Service Manager
Responsible for:	N/A
DBS check	Enhanced with Adults Barring list check

Job Purpose:

At saha 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.

Abbott Lodge 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:

1. To work with service users to ensure that they receive an individual comprehensive supported housing service delivered to the highest possible standard
2. 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.
3. 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.
4. To ensure that support plans and risk assessments are developed alongside residents as part of their ongoing support.
5. To be proactive in order to maximise rent collection and effectively manage any arrears to stay within the target percentage.
6. To proactively manage void properties and assist in achieving the target days for voids turnaround
7. To be responsive to repairs to the service ensuring that the rooms are kept in a good state of repair.
8. To facilitate client participation and involvement and enhance social integration within the service through social and leisure programmes.
9. To be aware of relevant legislation, policy and benefits affecting young people who access our service.
10. To ensure that all client groups are aware of and, where applicable, abide by house rules, code of conduct, agreements, policies, procedures and ethos.



11. To maintain an efficient administration system which meets the needs set by SAHA for records and reports, and complies with statutory, regulatory and inspection requirements for records and reports.
12. To deal with any other task commensurate to the need of the service as deemed necessary by the Deputy/ Manager.
13. Adhere to the Association's policies, procedures and strategies as applicable with particular reference to the health and safety and diversity documents
14. 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.

PERSON SPECIFICATION

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Essential Qualifications / Memberships:

- Chartered Institute of Housing
- Degree level qualification in a relevant field

Aptitudes / 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 / 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

Values and behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours. They mean a lot to us. They help define how we should all work and this helps us to stand out from other providers and employers. Please see overleaf.

Saha SPIRE Values

Servant Leadership

We help people thrive

We set high benchmarks with an encouraging and supportive leadership style

Passion

We love our work

We invest in the lives of residents and fight to do better for them

Inclusion

This is a team effort

We provide an environment where everyone has a sense of belonging and feels respected and valued

Respect

We show respect for all

We create a place where residents, colleagues and partners are all encouraged to contribute

Effectiveness

We find a way

We deliver meaningful change and are committed to achieving our objectives

The Four Pillars

Our Practices

Building for and serving customers

Our Places

Investing in decent, safe, and affordable homes

Our People

Being an employer of choice

Our Pounds

Achieving value for money and financial resilience