

## JOB DESCRIPTION

<b>Job Title:</b>	Project Worker
<b>Service / Department:</b>	Roseberry, Middlesbrough
<b>Reports To:</b>	Scheme Manager
<b>Responsible For:</b>	N/A
<b>DBS Check:</b>	Enhanced with Adults Barring list check

### **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. The Support Worker motivate residents to recognise and unlock their talents to enable them to achieve their full potential, through the delivery of a comprehensive supported package provided to residents including housing management, needs assessment and support planning.

### **Main Duties and Responsibilities:**

- Work with residents to ensure that they receive a comprehensive supported housing service delivered to the highest possible standard
- Be aware of safeguarding and health and safety requirements within the service and ensure that issues are responded to and managed in line with legislative, Salvation Army Housing and Local Authority requirements
- Develop and maintain good working professional relationships with all key stakeholders in the statutory and voluntary sector and ensure that the Project is publicised to all relevant agencies, local employers and the local community
- Be proactive in order to maximise rent collection and effectively manage any arrears to stay within the target percentage
- Proactively manage void properties and assist in achieving the target days for voids turnaround
- Deliver tenancy related support, case/risk management within the service ensuring that any practical support required is delivered to residents.
- Communicate the in house activity program and encourage participation with facilitation of activities
- Work towards a positive move on from the service.
- Be aware of relevant legislation, policy and benefits affecting residents, and their support needs.

- Deal with any other task commensurate to the need of the Project as deemed necessary by the Projects Manager/Deputy
- Ensure that day to day delivery of services is safe and effective in relation to our residents, staff, grounds and buildings whilst meeting all contractual / organisational goals
- Maintain collaborative responsibility for the support and wellbeing of our residents and staff
- Management of effective inter-agency and third party relationships to continue in the Association's mission of Transforming Lives
- To ensure that service delivery is in line with Salvation Army Housing's values, policies and procedures
- Participation in training and development required to meet the role.

### **Related Activities:**

1. To participate in essential training, role related training and to work in accordance with relevant Salvation Army Housing regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
2. To fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
3. To fully align with Salvation Army Housing values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour

## PERSON SPECIFICATION

### **Qualifications and Memberships:**

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

- None

### **Aptitudes and Abilities:**

- The ability to participate in the 24 hour Rota over 365 days to meet the needs of the Association
- To participate in the local on call provision for the service
- Ability to put new innovative ideas into practice and adopt methods of delivery
- Good time management with an ability to work under pressure
- Ability to produce and present information clearly and use technology at work

### **Experience and Interests:**

- Previous experience of work with vulnerable adults with complex needs and case/risk management
- Experience of working in supported housing
- Results driven whilst maintaining a high quality of support for our residents and ensuring governance compliance

### **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.

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