



PROJECT SUPPORT WORKER (Annualised Hours)

JOB PROFILE

Incorporates

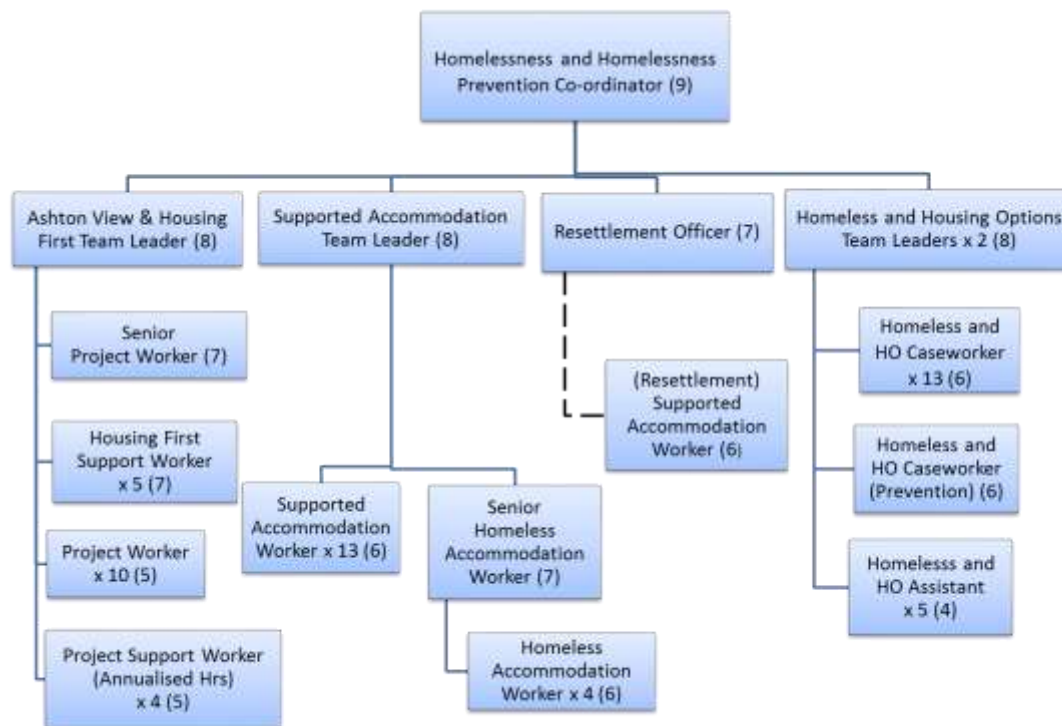
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SECTION 1: POST DESCRIPTOR

1. JOB DETAILS	
Job Title: Project Support Worker (Annualised Hrs)	
Service Area: Housing & Employability	Section: Housing Development and Homelessness
Reports to: Team Leader	Grade: 5 (plus appropriate shift allowances)
Position Number: HE2841	Gauge Reference: A7545
2. JOB PURPOSE • Working as part of a dedicated team, provide a safe, secure, fully supported environment for homeless people. • Participate in homelessness prevention and tenancy sustainment strategies. • Provide appropriate advice and assistance in relation to a wide range of housing options. • Provide assistance to: ○ Ensure that individual support needs are assessed and addressed. ○ Develop person centred support plans. ○ Ensure that individuals moving on to their own tenancies are re-settled successfully	
3. DIMENSIONS and SCOPE OF JOB (including budgetary and staffing responsibilities) Budget: The post holder has no direct budgetary responsibility Staffing Direct: The post holder has no direct responsibility for staff Staffing Indirect: The post holder will be required to develop relationships inter and intra departmentally to optimise outcomes for the homelessness service. The post holder will also be required to foster positive working relationships with a wide range of partner agencies.	

4. ORGANISATIONAL CHART

(shows levels directly above and below this post and includes grades of posts)



5. ROLE OF DEPARTMENT/SECTION

The Housing Development and Homelessness service area's role is to provide a range of integrated, best value, high quality and specialist customer focused services related to housing and homelessness and provides the following:-

- Providing the strategic housing authority role within the local authority area;
- Providing strategic management of housing asset and investment services across a range of clients and customers
- Project Management of housing services major projects including the delivery of new build housing and the Integrated Housing Project
- Delivery of the Council New Build Programme and the delivery of the affordable housing supply programme with partner organisations;
- Supporting the development of a culture of continuous improvement in housing services to facilitate opportunities to excel;
- Development of key housing policy and strategy including Local Housing Strategy, Strategic Housing Investment Plan, Homelessness Strategy and Housing Asset Management Plan etc.;
- Developing the Council's housing strategy to ensure that it supports the delivery of our strategic priorities;
- Service development within Housing services;

- Promoting effective management and the involvement of tenants across all aspects of Housing Services;
- Meeting the Council Ensuring the effective provision of homelessness and housing advice services to all customers.
- Providing strategic management on all aspects of the Council's homelessness, allocations and advice services.
- Managing the strategic delivery of the homelessness and advice service ensuring compliance with all appropriate legislation and associated regulations, policy and procedures.
- Developing the Council's response to achieving its aim of eradicating homelessness and generally improving access to housing for the communities of West Dunbartonshire.

6. KEY ACTIVITIES, RESPONSIBILITIES and OUTCOMES

- Provide a high quality housing support service to residents within the project.
- Ensure that appropriate standards of health, safety and hygiene are established and maintained in all internal and external communal areas. This includes the monitoring of regular cleaning duties and maintenance of garden grounds.
- Maintain appropriate recording procedures for all issues relating to the operation of the project, including financial transactions, incident reports, building repairs.
- Consult with project residents on possible developments and/ or changes in service delivery and operate systems and structures which both promote models of good practice and encourage resident comment and involvement.
- Ensure all project residents are aware of their rights and responsibilities.
- Liaise with other sections, departments and agencies to ensure that support plans are person-centred and meet the needs of the individual.
- Provide assistance to project residents with budgeting including the completion of benefit applications both personal and housing related.
- Undertake regular inspections of the building.
- Monitor the behaviour of project residents as part of the process to maintain the safety and security of the project and prevent damage to the accommodation.
- Participate in the development of risk assessments.
- Complete occupancy agreements with all new residents and ensure that they are fully aware of the terms and conditions.
- During any evening and night time shifts ensure that the building remains secure through personal observation, general awareness and routine checks.
- Participate in homelessness prevention and tenancy sustainment strategies.
- Provide appropriate advice and assistance in relation to a wide range of housing options.
- Ensure that individual support needs are assessed and addressed as part of the key work process.

- Ensure that the support planning process complies with Care Inspectorate Best Practice Guidance and departmental procedures.
- Crisis intervention as and when required in accordance with appropriate Procedures.

7. PROBLEM SOLVING

The post holder is expected to resolve problems or situations, generally by applying existing rules, procedures or instructions to the more difficult or challenging problems that arise. The post holder is required to resolve generally similar problems i.e. the post holder is required to interpret information and use these skills to decide which course of action to follow to find a solution. However, the post holder will require judgement to resolve problems particularly when dealing with individuals on a one to one basis. The nature, scope and cause of these problems will not normally be apparent and will require the post holder to appraise the situation before attempting to deal with it. The post holder is expected to refer more complex problems to the line manager or another senior member of staff.

8. PLANNING

The post holder will be responsible for contributing to the Team Leader's service planning and delivery process within the project and in matters relating to the service area.

The Homelessness service operates within a complex service area. Service users can have challenging personal issues relating to mental and physical ill health and combined and related problems associated with financial and social deprivation, chaotic lifestyles and environmental and social problems. The post holder must contribute to the assessment of service users' needs and will be required to contribute to discussions around the design, planning and development of services around this client base.

9. ASSIGNMENT AND REVIEW OF WORK

The post holder is supervised on a day to day basis by the Team Leader.

Work is generated by the line manager taking in to account changes in legislation, policies and procedures and/ or the demands of partner agencies in relation to the support needs of individual clients.

Work is reviewed regularly by the line manager through team and regular one to one meetings. At these meetings workload and performance issues are assessed and addressed.

The workload is responsive and is determined by the demands of individual clients and other departments and agencies.

9. ASSIGNMENT AND REVIEW OF WORK

The post holder is responsible for planning day to day work in conjunction with the line manager. The post holder is required to plan activities, visits, meetings etc up to 3 months in advance.

10. COMMUNICATIONS AND WORKING RELATIONSHIPS

Internal communications and working relationships:

The post holder is required to have the appropriate skills to communicate with senior staff, the line manager, and other members of their team and with the homeless services teams.

External communications and working relationships:

The post holder is required to have the appropriate skills to explain complicated, sensitive information to a client group – with a wide range of complex needs - in a way that they will understand. This can be information that the client does not necessarily want to hear. The post holder has to have the skills to encourage their clients to adopt courses of action they might otherwise not have been prepared to consider.

The post holder, whilst communicating sensitive information, has to have regard for any change in a client's behaviour which could present a possible risk of violence.

The post holder is required to deal with other departments and statutory and voluntary agencies.

The post holder is required to develop positive working relationships with e.g. the Homeless section, Housing Allocations; the Anti-Social Behaviour Task Force; Estate Management; Finance; Social Work; Criminal Justice; Addictions; Mental Health; the Police; other support service providers.

11. DECISION MAKING

The post holder is required to make decisions in the course of normal working. Although some initiative is required, the post holder normally works by following established procedures and is expected to deal with predictable problems. Due to the nature of the client group, the work may involve responding independently to unanticipated problems/ situations and making decisions/ exercising initiative. However, there are established procedures in place to ensure that advice and guidance is available as and when required on more serious problems. The work is subject overall to professional advice and managerial guidance.

12. MOST CHALLENGING PART OF THE JOB

Responding to unanticipated issues with individuals or situations in line with risk assessment and safe systems of work and in accordance with set procedures.

Assessing and addressing the support needs of clients with a wide range of complex needs.

Dealing with challenging people and challenging situations.

13. GENERAL

Disclosure/PVG membership: Yes (Adults)

A PVG check for working with protected adults is required. Post holders will be working directly with protected adults to provide them with advice and guidance on issues affecting their welfare, this will include developing a support plan with them to enable them to sustain their tenancy. The service is registered with SSSC and inspected by the Care Inspectorate.

Politically Restricted Post: No

The duties and responsibilities contained within this Post Descriptor are neither exclusive nor exhaustive as the postholder may be required to undertake other reasonably determined duties commensurate with the level and grade of the post without changing the general character and nature of the post.

The Post Descriptor may be subject to revision, depending on the future needs of the post and the organisation, following appropriate consultation.

14. WDC TRAINING

West Dunbartonshire Council – Operates Skills Passports for all employees, which details the training available and timescales for undertaking courses. Skills passports are available via the Council's Intranet Organisational Development & Change

Skills Passport A – New Entrant Employee Passport

Includes WDC Induction; Equality & Diversity; Data Protection (GDPR) & Security Awareness and relevant i-learn modules;

Policy Reading: Code Of Conduct; ICT Information Security Policy and Acceptable Use Policy

Skills Passport B – WDC Employee Passport

Includes relevant i-learn modules

14. ROLE SPECIFIC TRAINING

Relevant SVQ Level 3 Health and Social Care

SECTION 2: PERSON SPECIFICATION

Essential	Desirable
Qualifications/Professional Membership	
Relevant Health and Social Care SVQ Level 3	Educated to Higher Standard or equivalent
To be registered or be eligible to register with the SSSC	
Training	
Awareness of the issues surrounding housing and homelessness	
Experience	
Previous experience of working directly with vulnerable individuals in a similar environment	Previous experience of working in homelessness and/or housing environment
Awareness of the issues surrounding alcohol and drug addiction	
Awareness of the issues surrounding homelessness including tenancy sustainment and prevention of repeat homelessness	
Previous experience of working effectively in partnership with a range of other agencies to meet client needs	
Experience in dealing with challenging customers with a range of complex needs in a flexible, non judgemental, sympathetic and caring manner	
Experience of report writing and/or developing support plans	
Experience of working shifts	
Knowledge and Skill	
Good problem solving, decision making and verbal and written communication skills	Knowledge of housing legislation and housing services
A proven ability of working on your own initiative (as well as part of a team) to provide efficient and effective customer focused service	Awareness of the support planning process
Well developed IT skills including the ability to use a variety of software programmes including Word, Excel, Powerpoint, Outlook and Access	
Flexible approach to working hours and ability to work to timescales	
Disposition	
Ability to work under pressure to deliver positive results	
Strong client and service delivery orientation	
Approachable and customer focused	