



1625 Independent People JOB DESCRIPTION

POST Project Worker (High Support Services)

RESPONSIBLE TO: Project Manager/Deputy Managers

AIMS AND OBJECTIVES: to contribute to the effective running of the High Support Service, which includes supporting and empowering young people to develop independent living skills by delivering high quality support and a comprehensive housing management service.

This objective should be achieved in line with the organisation's ethos of *involving young people at every level of the organisation and helping them reboot their lives.*

TASKS AND DUTIES

1. Supporting young people

- 1.1 To manage a caseload providing regular support sessions with young people as relevant to the service (weekly as standard).
- 1.2 To initially and continually assess/record the support needs and risks of service users.
- 1.3 To support young people to achieve positive outcomes, their goals and aspirations, breaking down barriers to achievement and move on. This includes on the full range of housing options and supporting engagement in pre-tenancy training as relevant.
- 1.4 To allocate elements of support work to other team members for completion as required.
- 1.5 To intensify levels of support at times of crisis, for resettlement and for individual young people with complex and/or multiple needs.
- 1.6 To work with young people to maximise their income and manage their money effectively, ensuring that benefits and/or grant funding is not illegally claimed.
- 1.7 To support young people to meaningfully occupy their time, establish their learning needs, achieve relevant qualifications, and access education, training and employment through internal and external resources and services, liaising with specialist services as necessary.



- 1.8 To promote service user participation and involvement within and outside of the organisation.
- 1.9 To co-ordinate and attend multi-agency meetings, liaising with internal and external agencies, and advocating on behalf of young people to facilitate the most appropriate services and outcomes.
- 1.10 To accompany young people to appointments, meetings and viewings away from the projects as required.

2. Housing management

- 2.1 To assess, interview, sign up and induct young people to the projects.
- 2.2 To utilise the Housing Support Register (HSR) as required.
- 2.3 To undertake pre-void and void checks and assist in void turnaround so that targets are met.
- 2.4 To maximise income for the service, including managing the arrears procedure for your caseload (with Rents team). To include liaising with council tax and housing benefit on behalf of young people as necessary.
- 2.5 To liaise with the projects' management team and external agencies to ensure occupancy is maximised.
- 2.6 To issue occupancy agreements as directed, ensuring that young people understand their rights and responsibilities.
- 2.7 To ensure the health, safety and security of the projects, the staff, residents and visitors, promoting a safe working environment at all times, complying with all health and safety legislation and procedures, seeking guidance as necessary and highlighting any significant deficiencies to a senior colleague.
- 2.8 To actively work to promote and deliver the aims of the organisation's Environmental Management Systems.
- 2.9 To manage incoming post, telephone, email correspondence to a high standard and provide a welcoming and inclusive service to all visitors.

3. Maintenance and services

- 3.1 To identify defects in the buildings, furniture and equipment, following procedures to remedy all defects, report and co-ordinate the completion of repairs.
- 3.2 To contribute to the upkeep of the projects, ensuring that individual service user rooms, communal and staff areas are well maintained, serviced, safe and clean, including daily cleaning and laundry duties.



- 3.3 To contribute to the management of cleaning, stationery, first aid and other products, as directed, including stock control.
- 3.4 To safely control and manage the storage and distribution of keys at the projects.

4. Other organisational and general responsibilities

- 4.1 To adopt, in all aspects of the role, the organisation's psychologically informed framework.
- 4.2 To safeguard the welfare of children, young people and vulnerable adults, working within 1625 Independent People's safeguarding policies, South West Child Protection Procedures and local procedures for safeguarding vulnerable adults.
- 4.3 To carry out day-to-day administration functions to ensure that all records and files are maintained and stored securely in line with the Data Protection legislation.
- 4.4 To follow all financial procedures in operation at the organisation, to ensure the safe handling of monies, as required.
- 4.5 To act as a representative of Independent People at internal and external meetings, as required.
- 4.6 To report to the High Support Project Management team on all matters relating to the service.
- 4.7 To contribute to the collection of statistical information relating to all aspects of the service, as required.
- 4.8 To provide a diverse and culturally sensitive service, ensuring that anti-discriminatory practice and equality of opportunity are promoted within all aspects of Independent People's services.
- 4.9 To develop expertise in at least one support specialism and take responsibility for championing this across the team, and organisation as relevant.
- 4.10 To provide support and guidance to trainees, relief/agency workers and volunteers, when required and assist managers with the recruitment and induction of new staff into the service, as required.
- 4.11 To take shared responsibility for shift tasks allocated to you and your shift partner. To allocate shift tasks to relief or agency staff when working jointly.
- 4.12 To attend staff supervision and annual Performance Development Reviews.
- 4.13 To attend external events, meetings, training and development activities when required.
- 4.14 To understand and contribute to the overall objectives of the organisation.



- 4.15 To assist in the development of organisational policy and follow all existing organisational policies and procedures.
- 4.16 To promote the organisation through building professional links with outside bodies as appropriate.
- 4.17 To work flexible hours, including evenings and weekends on a set rota - using an annualised hours working system.
- 4.18 To carry out other duties that are consistent with the above as may be required from time to time.

This job description is for guidance only and outlines the general ways in which it is expected you will meet the overall requirements of this post. The list of tasks is not exclusive and duties may be varied from time to time, with the job description being subject to review and periodic amendments.