

JOB DESCRIPTION

Post Title	Short title SPW(H)DT	Project Worker (Hostel) Day Shifts (week days)
Work place	St Paul's Hostel	
Responsible to	Housing Manager	
Principle purpose of job	To create an emergency housing environment that has a positive and long lasting impact on the lives of people who use it.	
Resources	Staff	Supervise volunteers
	Finance	Nil
	Physical	Nil
	Clients	Could hold a small caseload or zone
Key Result Areas <ul style="list-style-type: none"> • Deliver a Housing Management and service that contributes to residents feeling of psychological security • Maximise Charity income by collecting rents and reducing voids. • Create an environment that inspires residents to re-integrate into society. 		
Key tasks <ul style="list-style-type: none"> • Help residents to keep a roof over their head by assisting them to apply for and retain Social Security benefits and meet the terms of their Licence Agreement. • Manages Service Referrals and make recommendations on a person's suitability for Service Acceptance. • Keep the building and communal areas in an excellent state of repair, clean and tidy so residents take pride in the environment and feel psychologically safe. • Know how to operate the building fire alarms, CCTV and door security systems and Health and Safety and COSHH guidelines to keep the residents and staff safe. Some delegated responsibility for the Health and Safety register. • Understand local alternative housing pathways and solutions so residents know how to secure a permanent place to live. • Know what public and charity services exist locally and be able to explain how to access them. • Handling correspondences, answering calls from the public, writing short reports concisely, undertake administration and account for petty cash to a very high standard. • Support Senior Project workers with duties at our Resettlement properties. • Taking residents to appointments, bank, job centre and to view and/or sign up for move on properties. • Organise and timetable internal activities for residents. • Organise day trips throughout the year for residents. • A commitment to Equal Opportunities 		
Work arrangements		
Transport requirements	Not essential	
Working pattern	Daytime hours	
Working conditions	Office hostel based	Enhanced DBS

PERSON SPECIFICATION

	Essential	Desirable	Assessed by
Knowledge			
K1	Knowledge and understanding of the client group and those who persistently refuse support		Application, Interview
K2	Knowledge of Health and Safety and the implications in the context of the organisational role. Good knowledge of Housing legislation Know the difference between Housing Ready and Housing First philosophies Knowledge of Social Welfare benefits application to residents		Application, Interview
K3			
K4			
K5			
K6			
K7		Experience with Universal Credit. Knowledge of <i>Housing First</i> philosophy	Interview, Test Interview Interview Interview
Experience			
E1	Experience of delivering support services to adults who are challenging who may not wish to engage with services.		Application, Interview
E2	Experience of working with people who have experienced trauma that impedes their ability to form trusting relationships or who are living with a Personality Disorder (diagnosed or not) or other Mental Health conditions		Application, Interview
E3	Experience of making claims for and resolving issues with Housing Benefit, Job Seekers Allowance, and Employment Support Allowance on behalf of residents.		Application, Interview, Test
E4	Experience of supporting people with substance misuse addictions and dual diagnosis who may be resistant to accessing treatment.		Application, Interview
E5	Working in a role that requires clear boundaries		Application, Interview
E6		Experience of a Therapeutic Community or Psychologically Informed Environment	Interview
E7			Interview
Skills and Competencies			
SC1	Communication skills, actively listens, communicates in a clear and direct manner and engages with others to further understanding.		Application, Interview
SC2			Application, Interview

SC3	Participant observer – can observe self and others without being compelled to act before reflecting. Can think, wait, talk to others before acting Mediation skills – can understand both side of a disagreement and resolve conflict or argument.		Application, Test
Physical, Mental and Emotional demands			
PME1	Capacity to contain anxiety and be self-contained.		Application
PME2	An ability to tolerate stress and recognise personal limits		Application
PME3	Capacity to work reflectively and be aware of one's responses to others.		Application
PME5	Use of self, being authentic, genuineness and congruence and not hiding behind professional status or role.		Application, Interview
PME6	Capacity of self-reflection – desire to know why one is drawn to this work		Application, Interview
PME7	Ability to own their mistakes		Application
Other			
O1	Excellent MS Office skills		Application, Test
O2	Excellent administration skills		Test
O3	Clean driving licence for minibus		Evidence of licence