## The Foxton Centre – Emergency Accommodation Project Worker

## Job Description

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| POST: | **Emergency Accommodation Project Worker x 1** |
| HOURS: | 37 hours per week hours over a 24hr service, 7 days a week |
| PLACE OF WORK: | The role is based at our HUB in Preston |
| EMPLOYER: | The Foxton Centre |
| RESPONSIBLE TO: | Team Manager |
| SALARY: | £21,683.00 |

CLOSING DATE: Friday 24th September

**Main Role**:

To provide cover to our HUB 24 hours a day seven days a week as an emergency accommodation for rough sleepers and clients with complex needs. To ensure the safety of residents and to offer support and 1:1 work through a case load.

**Main tasks and responsibilities**.

* To maintain a caseload of clients and offer clients assertive, consistent, ongoing advice and guidance tailored to their individual needs.
* Complete Assessments with clients and meet their immediate needs regardless of what time of day or night they enter the HUB
* Responsible for liaising and networking with partner agencies and feeding into strategic multi-agency groups, as well as completing referrals to other agencies
* Carry out risk assessments in relation to all clients, and carry out regular reviews in line with our risk management protocols
* Administration duties such as compiling statistics and progress reports, including recording and monitoring of case loads
* Evaluate and monitor the work as required and update monitoring databases including reviewing client progress with service users using evidence-based review tools.
* Identify ways in which project services can develop and improve with special reference to homeless and vulnerable people in Preston.
* Participate and Contribute to Foxton Centre Team, contributing to the ethos of continuous improvement
* Proactively engage with difficult and vulnerable clients and support clients to make informed choices about their own wellbeing
* Advocate where possible on behalf of clients with external agencies e.g. Drug / Alcohol Services, Probation, Health Care Providers
* To motivate and help clients access pathways to accommodation and ensure they comply with terms of their tenancies
* Carry out room checks and maintain a welcoming and friendly environment
* To ensure appropriate funding and administration is completed for clients and the HUB
* Undertake welfare checks and safeguarding referrals where required
* Provide clients with practical and emotional support to address clients’ needs active engagement, and build on client’s strengths
* Ensure that vacant rooms are ready for new clients as soon as possible, taking appropriate steps to enable new referrals into the service
* Ensure all service users case files are up to date and relevant, in line with The Foxton Centre policy and procedures.

**Other tasks and responsibilities**

Undertake training as required

* Attend regular supervision and undertake training
* Attend and participate in regular Team Meetings.
* Task will include addressing any anti-social behaviour, completing housing benefit claims and addressing any issues in a timely manner.
* Liaise with other relevant agencies
* Diffuse difficult or dangerous situations and seek assistance when required
* Have an awareness of hygiene, health and safety issues and fire alarm procedures
* To prepare rooms for new service users

**HUB Project Worker**

**Person Specification**

* Experience in working with client experiencing homelessness
* Managing complex and difficult situations in relation to people
* Experience of case work including case management systems
* Experience of completing administration tasks such as compiling data, stats and reports
* An understanding of housing issues and regulations
* Ability to liaise with and co-ordinate the work of a number or agencies / individuals to achieve effective outcomes for clients
* An understanding of the issues involved in providing support to people with mental health and complex needs
* Adhere to policies and procedures within the organisation
* Ability to be flexible in approach and a commitment to Diversity and Equality.
* Understanding of professional boundaries and the importance of confidentiality
* Understanding of the issues involved in providing support to people with complex support needs including alcohol and substance dependency, as well as enduring mental health needs

**The Foxton Centre – HUB Project Worker**

**Person Specification**

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| **Essential (E) and Desirable (D) Requirements** | | |
|  | Requirement | Where Assessed |
| **Values:** | Be strongly committed to all people in society having the same opportunities as each other (E)  Be strongly committed to treating people fairly and with respect no matter what their race, gender, sexual orientation, religion or ability (E)  Be strongly committed to non-judgemental approaches to working with homeless and/or vulnerable people. (E)  Be strongly committed to the values of the Foxton Centre as expressed in its Mission Statement. (E) | CV / Interview  CV / Interview  Interview  Interview |
| **Understanding**: | An understanding of difficulties and problems facing homeless people including those sleeping rough and of the ways in which those issues can be overcome. (E)  A working knowledge of appropriate referral pathways, housing legislation and benefits rights. (E)  Understanding of working with vulnerable men and women experiencing long term homelessness (E)  A working knowledge of the statutory and voluntary sector housing services and providers. (D)  Interest and understanding of trauma informed working practices (D) | CV / Interview  CV /  Interview  Interview |
| **Qualifications:** | A health/social care or equivalent qualification. (E)  Lived and or work experience of alcohol/substance misuse, homelessness mental health issues. (E)  Able to work flexibly un-sociable hours maybe be required to fit the needs of the project | CV/  Interview |
| **Ability to:** | Advocate successfully on behalf of clients if required (E)  Work successfully with vulnerable people, colleagues in a range of agencies (E)  Work independently and as part of a team. (E)  Keep accurate and up to date confidential records/evaluation to a high standard. (E) | Interview  CV/Interview  Interview  CV/Interview |
| **Experience:** | The successful candidate will have:  At least one years’ experience of working with vulnerable and/or homeless people. (E)  Experience of working as part of a team and also lone working. (E)  Experience of networking with service providers. (D) | CV  CV/Interview  CV/Interview |
| **General:** | Be willing to participate in further training relevant to the post. (E)  Comfortable and pro-active in working with vulnerable people. (E) | CV  CV |