

## **JOB DESCRIPTION AND PERSONAL SPECIFICATION PROJECT WORKER**

**Place of Work:** Bradbury House, Durngate Place, Winchester SO23 8DX

**Reports to:** Operations Manager

**Aims:** To respond to the social, health and emotional needs of those made vulnerable because of homelessness, substance use, mental ill-health, domestic abuse and other socially isolating issues.

**Pay :** £11.43

**Hours:** 30 hours per week

### **Responsibilities**

1. Actively publicise and promote the work of Trinity to maximise awareness to relevant organisations and potential service users
2. Welcome service users, making them aware of the facilities within the centre and of appropriate policies
3. Work closely and build a rapport with service users, building confidence, personal growth and self esteem
4. Give advice and information on a range of issues relevant to service users including benefits, housing, substance misuse and health, and encourage the take-up of in-house and existing voluntary and statutory services in the area
5. To be aware of local and nationwide services; liaise with partner agencies and the Police; attend multi agency meetings and develop and maintain formal links with such agencies in order to protect service users from harm and to enable better access to services and seamless care-pathways
6. Be aware of procedures for dealing with crisis and emergency situations relating to for example health, domestic abuse and Safeguarding.
7. Pass on to Operations Manager and to other colleagues any incident which may have relevance to the service user's health and safety or emotional wellbeing

8. Maintain appropriate monitoring systems, collating data/statistics as required for Audit
9. Report to Operations Manager on daily basis and update database and outcome reports regularly to enable progress reports available for the Senior Management Team and Board of Trustees.
10. Attend external meetings, team meetings and training sessions as required
11. Be available to work Saturday mornings and ad hoc fundraising events
12. Adhere to the Policies of Trinity Winchester, especially in respect to Equal Opportunities, Health and Safety and Confidentiality and Child and Vulnerable Adult Protection
13. Assist in the day-to-day operation of Trinity Winchester, undertaking duties as required

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### Person Specification

### Project Worker

Skill/Attribute	Rating	Assessed by	
<b>Qualification and/or Experience in homelessness:</b> Proven experience of working in this field	Essential	Application	
To demonstrate an understanding of the specific needs of/issues faced by people affected by homelessness and/or poverty	Essential	Application/ Interview	
<b>Qualification and/or Experience in substance misuse field:</b> To demonstrate an understanding of the specific needs of/issues faced by people affected by substance misuse	Desirable	Application/ Interview	
To have sound knowledge of drugs and their effects; an understanding of addiction and knowledge of current legislation relating to drugs misuse	Essential	Application/ Interview	
To have a working knowledge of systems relating to benefits, housing, employment and education etc.	Essential	Application/ Interview	
<b>Oral communication:</b> To communicate positively, sympathetically and patiently with clients and people at all levels within the organization. To deal effectively with members of the public and others, including relating to the Board of Directors and members of the Advisory Committee	Essential	Application/ Interview	

<b>Written communication:</b> To take notes, prepare correspondence and prepare and present reports to the General Manager, and maintain client files as required. Demonstrate an understanding of the importance of data quality and client confidentiality	Essential	Application/ Interview	
<b>Personal attributes:</b> Ability to work as part of a team and motivate others	Essential	Application/ Interview	
Ability to be flexible and use own initiative	Essential	Application/ Interview	
Ability to assess risk, manage demanding situations, make decisions and seek support when necessary	Essential	Application/ Interview	
<b>I.T and Computer Literacy:</b> Competent I.T. skills, including use of Word and Excel in order to effectively communicate with clients, other agencies and professionals, statutory bodies and to produce reports and other paperwork on behalf of clients and Trinity	Desirable	Application	
<b>Partnership Working:</b> Enthusiasm for developing effective partnership working arrangements with other agencies in order to enhance the overall service available to vulnerable service users	Essential	Application/ Interview	
<b>Conduct and Confidentiality:</b> Conduct duties in a professional manner maintaining levels of confidentiality appropriate to the situation in accordance with Trinity Winchester's confidentiality policy	Essential	Application/ Interview	
<b>Awareness of Equal Opportunities:</b> To be aware of the impact of discriminatory behaviour and conduct on others and to support Trinity's standards and practices in employment and delivery	Essential	Application/ Interview	