



## JOB DESCRIPTION

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<b>Job Title:</b>	Senior Project Worker
<b>Directorate:</b>	North London & Care Services
<b>Location:</b>	Hackney
<b>Reporting to:</b>	Senior Project worker
<b>Responsible for:</b>	Responsible for the line management of the cleaner, social work students and and task management of others.

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## PURPOSE OF THE JOB

The Senior Project Worker role will have line management responsibility plus supporting the team with the most complex cases. The post holder may work on a rota according to local service requirements and be expected to offer advice and guidance to the team in the absence of a manager on site in the day to day as well as provide a safe environment for clients to build confidence and to promote opportunities for positive change.

## KEY RESPONSIBILITIES

1. Support the team with the most complex cases and motivate colleagues by exemplifying good practice in working with the guests, outcomes, incident handling, risk management and innovative practice
2. Take on agreed line management responsibilities for members of staff and assist local management in offering comprehensive support for team members.
3. Support local management in the day-to-day running of the service

**1. Support the team with the most complex cases and support and motivate colleagues by exemplifying good practice in working with the guests, outcomes, incident handling, risk management and innovative practice**

- Undertake appropriate activities working with guests (e.g. referrals, interviews and booking in etc.) to assess and understand their needs.
- Take a holistic approach to supporting guests' needs, seeking and highlighting opportunities for change at the individual, service and organisational level.
- Provide a tailored service to St. Mungo's guests by undertaking specialist interventions where appropriate, for example liaison and referrals to specialist external bodies.

- Develop professionally and identify opportunities in order to improve the level of service St. Mungo's offers to its guests.
- Utilise knowledge, skills and experience to recognise difficult or challenging guests situations and use appropriate communication skills to influence and bring about positive change to the guest's behaviour.
- Develop specialist knowledge in areas defined by local management, and act as the team champion in this area. This could include, but is not restricted to; mental health, move on, substance misuse, domestic violence, physical health, or multiple exclusion and may change according to service needs
- Support members of the team in order to ensure a high quality of service is provided to St Mungo's guests.
- Act as a mentor to staff, providing advice and guidance to support their professional development.

## **2. Take on agreed line management responsibilities for members of staff, and to assist local management to offer comprehensive support for team members**

- Take part in the recruitment and selection of new staff to the team.
- Work with local management to implement performance targets and quality control measures for the work of the team, and support local management to monitor team members' work to ensure that these are met.
- Support night staff by setting clear objectives and holding individual supervisions regularly.
- Induct new staff and plan the continuing development of existing staff on the basis of an annual appraisal.
- Manage the workload of the team to ensure that adequate cover is provided at all times.
- Ensure the health and safety of team members.
- Support local management in operating St Mungo's formal procedures where necessary.
- Act on behalf of local management where possible on day to day matters in their absence and contribute to the overall management of the team as required.

## **3. Support local management in the day-to-day running of the service**

- Lead on liaison with partner agencies, managing the referrals and assessments of new guests into the service.
- Attend internal meetings as well as external meetings with partner agencies as and when required.
- Develop relationships with outside bodies to maximise ability to influence and seek the best outcome for the service, St. Mungo's and its guests.

- Monitor rent and service charges, maintain residents' rent records and ensure that arrears are managed in line with policies and procedures.
- Set up and run groups and activities to increase client confidence and outcomes.
- Support local management with petty cash monitoring and coding.

## **GENERAL**

- Adhere to St Mungo's Policies and Procedures at all times.
- Cover for other members of the team and division as necessary.
- Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- Attend and participate in divisional and team meetings and other meetings as required.

This job description covers the current range of duties and will be reviewed from time to time. It is St Mungo's aim to reach agreement on changes, but if agreement is not possible, St Mungo's reserves the right to change this job description.

# PERSON SPECIFICATION

## Senior Project Worker

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Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or covering letter to demonstrate your capabilities, in relation to each point listed under essential requirements in the person specification. Where relevant use your answers to illustrate how your competences have helped you achieve positive results.

### ESSENTIAL REQUIREMENTS

#### Experience

1. Previous experience of working with a client group with complex needs and challenging behaviour
2. Experience of mentoring, leading and inspiring others in good practice and/or a demonstrable willingness and capacity to develop people management skills.

#### Skills, Abilities & Knowledge

3. Ability to prioritise and organise own workload effectively in a busy environment, and contribute to service targets and performance indicators
4. Knowledge of health and safety matters as they relate to housing services, its clients and its staff.
5. Good written, verbal and numerical skills, including the ability to maintain computerised databases and use of MS Office.
6. An ability to work with clients in a client focused, recovery orientated approach

**The following are required of all roles with St Mungo's. However, you do not need to address these in your application.**

- Genuine interest in and commitment to St Mungo's work and client group.
- An understanding of and commitment to diversity & equality
- Willingness and ability to work shifts including evenings, weekends, waking nights, sleep-ins, bank holidays including Christmas Eve/ Day and New Year's Eve/ Day
- Willingness to work flexibly in response to changing organisational requirements.

**In the selection and interview process, we will be assessing candidates against the following competencies:**

COMPETENCY	PRIMARY INDICATORS
<b>Improving and Innovating</b>	<input type="checkbox"/> Is client and customer focused <input type="checkbox"/> Is open to new ideas, improvement and change <input type="checkbox"/> Handles situations and problems with innovation and creativity <input type="checkbox"/> Shows commercial and financial awareness
<b>Interacting and Influencing</b>	<input type="checkbox"/> Takes responsibility and demonstrates values-driven leadership <input type="checkbox"/> Shows self-awareness <input type="checkbox"/> Works well with other people <input type="checkbox"/> Collaborates and networks effectively internally and externally <input type="checkbox"/> Shows sound communication and influencing skills
<b>Understanding and Doing</b>	<input type="checkbox"/> Able to find and analyse relevant written and numerical information and use it to make sound judgements <input type="checkbox"/> Able to think strategically <input type="checkbox"/> Demonstrates the necessary technical skills and aptitudes at the level that are required for the role <input type="checkbox"/> Has good writing skills at the level required for the job <input type="checkbox"/> Plans, organises and manages time well <input type="checkbox"/> Demonstrates compliance and accountability
<b>Involving and Including</b>	<input type="checkbox"/> Builds client/stakeholder involvement into all activities <input type="checkbox"/> Aware of own level of cultural competence and proactively seeks to develop <input type="checkbox"/> Actively promotes equality, diversity and inclusion among colleagues and clients.
<b>Managing and Empowering (for managers only)</b>	<input type="checkbox"/> Builds a high performing team <input type="checkbox"/> Provides staff with clear direction and support <input type="checkbox"/> Motivates, supports, enables and promotes the wellbeing of their team <input type="checkbox"/> Manages the operational aspects of their function efficiently <input type="checkbox"/> Implements plans, strategies and services effectively <input type="checkbox"/> Actively contributes to service growth