

**Marie 'Outreach' Trust**  
**Project Worker Job Description**



**Job Title:** Marie 'Outreach' Trust (MOT) Project Worker

**Report to:** MOT Project Lead

**Hours:** 35 hours per week Full Time and 28hour week Part Time. Monday-Friday (with some evening and weekend work required)

**Salary:** £23,000 pro rata + 5% pension contribution. This is a 3years funded post.

**Job Purpose**

This innovative and unique Project will embed a new combination of long-term health and social wellbeing community outreach service, designed to tackle the conditions that create repeat episodes of homelessness and by consequence, hospitalisation or imprisonment.

It will provide an intensive person centred support package to individuals who are homeless or who are at risk of homeless as a result of addiction, poor mental health, offending and multiple and complex needs. It aims to address the exacerbated disengagement from treatment services that prevent those with the most complex needs from fully integrating into their communities and lead to recurrent relapse episodes.

Utilising a direct delivery team that will bring together people with lived experience of homelessness over an initial 12+ months period will also include volunteering using social prescribing and in the longer-term, peer support.

This exciting new Project will address the present gap in coherence and services for people with multiple complex needs who cannot access or do not meet the expectations of 'mainstream' services, and will ensure the voices of those with lived experience are heard at all stages of planning and delivery.

It will test a model to inform service and policy change in the benefits of longer-term support for those with the most complex needs, as well as in Scottish Government approaches to reduction in social isolation which lead to relapses in homelessness.

We are looking to recruit candidates who have a 'can do attitude' and proven track experience working with individuals with complex needs and have a sound knowledge of housing/homelessness and welfare rights and community resources.

**Principal Duties**

- Work alongside the Marie Trust Pharmacist in the delivery of clinics at The Marie Trust building in identifying individual's physical, mental and social needs.
- To provide housing information and advice, assisting homeless individuals to present to case work teams, applying for housing and to provide advocacy to maintain their rights to accommodation.
- To provide assistance with welfare rights applications and appeals and follow up, and to support individuals to case reviews

- To assess individual needs and identify a plan of action with them detailing their support needs and individuals preferences. In doing so you will support individuals to take small steps towards achieving their goals and remain focused, professional and consistent in your approach, even when individuals disengage from services or motivation is low.
- To support individuals to access community services and engage in interests and activities of their choice. In doing so providing opportunities for engagement with community services and initiating referrals. This will involve taking individuals to activities and supporting them until they are confident to attend independently.
- To support the MOT Project Team and service delivery and provide support to individuals and volunteer with lived experience to participate in steering groups, whilst encouraging service user's voices to be heard.
- Support the Project lead in the delivery of an outreach and volunteer peer support service
- To work alongside volunteers with lived experience and support them to be involved with clients package of care and support them into the community.
- To keep up to date with recording and monitoring of individuals milestones and action plans and provide updates to the Project lead of any issues affecting individuals care, whilst performing case file reviews regularly to the Project Lead
- To have a supportive and non-discriminatory attitude towards individuals who needs and behaviours may challenge services and provide a professional service whilst working within safeguarding measures.
- To provide support in the delivery of intensive practical support to users of the day centre (e.g. serving customers in our healthy eating café, assisting people with accessing clothing, food etc. and being a first point of contact for people accessing the service, when required.)
- To assist the Project lead in the overall service development
- To support effective lines of communications internally and externally.
- Maintain awareness of current legislative changes and developments in homelessness service development, health and social care.
- Maintain a key interest in relevant sector developments and support the Project Lead to feedback to the wider evaluation steering group, for consideration and discussion.
- To liaise and work with a wide variety of local statutory and voluntary agencies to foster and encourage good practice in the delivery of the service for and on behalf of The Marie Trust.
- Attend relevant meetings, forums and events.
- Carry out any other reasonable duties.

## Person Specification

### **Essential criteria**

- Proven ability to work effectively with people who may have complex needs.
- Experience of working with people who are homeless, in housing need and/or social excluded essential
- Experience of delivering quality housing and welfare rights advice essential.
- Awareness of community resources and proven ability to network with other agencies
- Experience of one to one work with individuals who are disengaged with services and motivate them to engage in their own journey.
- Good work ethic and have a 'can do attitude'
- Displays sound communication and interpersonal skills.
- Ability to recognize own deadlines and prioritise workload accordingly.
- Excellent ICT skills and experience of recording case work and action planning and recording clients' needs in detail.
- Ability to give objective feedback and challenge constructively.
- Display awareness of the importance of working within professional boundaries with stakeholders, partners and most importantly with volunteers and service users.
- Ability to demonstrate a commitment to providing impartial advice and to non-discriminatory, non-judgmental and person-centered practice.
- Enthusiasm, commitment and a good sense of humour
- A relevant Qualifications: Social Care, Community Development, Welfare Rights, Social Policy/Sciences, Counseling, Psychology, Sociology, Housing or Homelessness Law.  
Minimum requirement for this post is SCQF level 7/HNC level.

### **Desirable criteria**

- Experience of coordinating and working with a team of volunteers.
- Experience of coordinating and delivering opportunities for positive activity
- A fundamental understanding of the particular needs of people affected by homelessness and social exclusion
- Experience and / or knowledge of a harm reduction approach in working with individuals who are currently involved in the use of alcohol or substances.
- Experience of coordinating services and leading team meetings
- Knowledge of relevant community resources in Glasgow
- Foreign language skills