

The Marie Trust

Job Description

Crisis Intervention Service

Job Title: Project Worker
Report to: Chief Officer
Hours: 35 hours per week
Salary: £23,000 per annum

Accountable to

The post holder will be accountable to the Chief Officer.

Principle Duties & Responsibilities

The post-holder will:-

Establish and maintain contact with people affected by homelessness and/multiple complex needs who use the service. This will necessitate working effectively with people who experience mental and physical ill health, substance dependence and other support needs as appropriate.

Work as part of a team to help deliver intervention services to individuals seeking immediate assistance and crisis response.

Carry out dynamic and comprehensive assessments of need with individual clients liaising with and referring to other providers as appropriate.

Carry out benefits applications for clients ensuring they have access to full benefit entitlement

Liaise and advocate on clients behalf for them to access accommodation

Enter into supportive and empowering relationships with service user with the aim of assisting them to tackle the often complex issues in their lives which have led to their being homeless/roofless and/or socially excluded.

Deliver practical support to users of the day centre (e.g. assisting people with clothing, emergency food parcels etc. where required.)

Perform general contact and assessment duties within the centre in order to supervise the operation of the centre and identify need as appropriate.

Deliver advocacy and outreach support to clients to benefit their health, housing, benefits and wellbeing.

Provide a welcome and assessment of clients coming into the centre ensuring health and safety is a priority

Attend relevant forums and events and develop sound relationships with other key providers as required.

Monitor and record in a consistent and professional fashion all work carried out with service users.

Participate in the on-going review of service delivery in order to optimise the centre's use of resources in order to best meet individuals' needs.

Carry out any other duties as required by the management of the Marie Trust.

Hours of work: Monday – Friday (9am – 4.30pm) some evening work may be required.

This post is subject to the successful candidate to join the PVG Scheme membership for Regulated Work with Adults, provide two satisfactory references and proof of qualifications.

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.
- Proven experience of delivering quality housing and welfare rights advice.
- Displays sound communication and interpersonal skills.
- Proven ability to network with other agencies and organizations.
- Ability to recognize own deadlines and prioritise workload accordingly.
- Sound information communication technology and recording skills.
- Ability to give objective feedback and the willingness to challenge constructively.
- Displays awareness of the importance of professional boundaries.
- Ability to demonstrate a commitment to providing impartial advice and to non-discriminatory, non-judgmental and person-centered practice.
- Educational to SCQF level 7 (equivalent to HNC level) in Social Care, Psychology or related social care subject.

Desirable criteria

- Language skills
- Sound awareness of community resources