

## JOB DESCRIPTION

**JOB TITLE:** HoME PROJECT WORKER

**SERVICE:** Mental Health and Wellbeing Services

**LOCATION:** Greenock & surrounding areas

### PURPOSE OF THE JOB

The purpose of the job is to support people with complex needs to maintain their tenancies through the provision of intensive housing management. You will offer specialist support, working closely with Housing Officers as well as the wider Mental Health & Wellbeing Services team.

You will be responsible for supporting tenants by providing high quality one to one support, creating a plan with achievable goals for each client. The level and content of the support you will provide will be tailored to meet the needs of each individual, both in terms of frequency and content.

LinkLiving aims to provide ongoing learning and capacity building opportunities to enable more vulnerable people to actively participate in our service. This role will support that aim by providing opportunities to tenants, equipping them with the skills to successfully maintain their tenancy. The HoME Project Worker will provide support and offer guidance to tenants, developing relationships with specialist agencies to provide referral routes for tenants who may require additional support.

### MAIN TASKS

- Provide a one-to-one intensive housing management service to tenants with complex needs (chaotic lifestyles; hoarding; mental health issues etc.)
- Provide hands on practical support to the tenant, working with them to learn the skills required to successfully maintain a tenancy
- Develop positive relationships with housing officers to achieve shared goals for tenants to increase tenancy sustainment
- Monitor the day to day running of the project
- Use of monitoring tools to record individuals progress and sustainment of tenancy
- Support the tenants to learn new skills to better manage their tenancies based on Independent Livings skills tailored to their individual needs, aspirations and expectations
- Work with individual tenants to set realistic and achievable targets with them to enable progress against individual objectives.
- Develop partnerships with other agencies and training providers to identify, develop and progress client opportunities
- Collect and analyse data to monitor and evaluate the quality of service delivered against agreed criteria and in conjunction with the service outcomes using outcome tools
- Liaise with, promote and develop the service with other agencies.
- Monitor individuals records and progression to ensure they are maintained and updated

- Ensure tenants training environment and practice are safe in line with Health and Safety requirements.
- Contribute to practice and policy development ensuring they are grounded in the organisation's strategy and values.
- Active involvement in own learning and development keeping up to date with current thinking in employability and applying this in the development of innovative practice.
- Represent LinkLiving in a professional manner at all times and ensure that an efficient and courteous service is provided.

## RELATIONSHIPS

- Mental Health & Wellbeing team
- Link Housing team
- Clients
- Colleagues, including LinkLiving staff, and Link Group business partners
- Local Authorities
- Partner Agencies

## ACCOUNTABILITY

This post is accountable to the Mental Health & Wellbeing Services Team Leader

## PERSON SPECIFICATION

| KNOWLEDGE / EXPERIENCE & SKILLS  | Essential | Desirable |
|--|-----------|-----------|
| Ability and understanding of how to work with people who have complex needs  | √         |           |
| Experience of supporting clients with complex issues   | √         |           |
| Knowledge and understanding the of skills needed for independent living  | √         |           |
| Positive can-do attitude and shows a willingness to provide practical hands-on support to those who need it            | √         |           |
| Knowledge of grants of resources available to those on low income  | √         |           |
| Effective communication skills including excellent written, oral and IT skills   | √         |           |
| Knowledge of the use of evaluation methods to ensure training is effective   | √         |           |
| Non judgemental attitude and willingness to embrace diversity  | √         |           |
| Ability to adapt to new environments   | √         |           |
| Ability to work openly and honestly within a team setting  | √         |           |
| Ability to prioritise and plan own and other members of the team's workload  | √         |           |
| Ability to use ICT equipment and experience in using online client management systems                                  | √         |           |
| Ability to create relationships/partnerships with other voluntary and statutory agencies                               | √         |           |
| Ability to accept support to reflect on performance and accept feedback from others to ensure competence is maintained | √         |           |
| <b>GENERAL / OTHER</b>   |           |           |
| Ability to drive and able to travel between services as required   | √         |           |

| COMPETENCY MANAGEMENT FRAMEWORK   | ALL ESSENTIAL AND WILL BE ASSESSED AT INTERVIEW |
|---|---|
| <p><b>COMMUNICATION:</b> Communicates ideas and information effectively, both verbally and in writing, ensuring messages are clear and understandable. Shares information openly and encourages a two-way dialogue. Use appropriate language and style that is both relevant to the situation and to the people being addressed.</p>  |   |
| <p><b>CUSTOMER CENTRED APPROACH:</b> Puts the person at the heart of the service and is able to understand both internal and external customers and service users' needs. Takes personal responsibility for securing the satisfaction and well being of customers and service users. Encourages and maintains open, positive relationships with a wide range of people. Listens and communicates assertively to ensure mutual understanding.</p>  |   |
| <p><b>INNOVATION:</b> Constantly strives to evaluate, question and improve how things are done. Views improvement as a continuous process. Creatively explores and applies innovative approaches to improve the quality and delivery of services.</p>   |   |
| <p><b>LEADERSHIP:</b> The ability to lead, inspire and encourage others to meet business objectives whilst providing a clear vision and sense of purpose in all activities. Actively participates and contribute towards Project Teams, Committees and other working groups. Is supportive of colleagues, including secondees, placements and new employees.</p>  |   |
| <p><b>PERSONAL EFFECTIVENESS:</b> Takes personal responsibility for making things happen and achieving results. Presents ideas clearly and persuasively. Willing to take responsibility in challenging circumstances or when things go wrong. The ability to recognise and control own emotions and to respond to situations objectively, even when under pressure. The self-confidence and flexibility to adapt own response to suit the needs of the situation or to respond flexibly and prioritise depending on the other persons approach.</p> |   |
| <p><b>PROBLEM SOLVING AND REASONING:</b> The ability to identify and resolve problems by gathering and analysing information from a range of sources, and make informed and effective decisions. Draws appropriate conclusions and considers the consequences of these decisions. Willingness to participate and contribute effectively to the team effort. Will put own interests aside when appropriate to meet the needs of the team.</p>  |   |
| <p><b>INFORMATION SYSTEMS:</b> A functional understanding of Link's core information communication technology – including Microsoft Office and Filestream systems. Ability to access and use personal computer software for effective communication and the management of information. Has a basic knowledge of PCs, including keyboard skills and will take active steps to update personal computer literacy skills and to support others when required.</p>  |   |
| <p><b>WORKING TOGETHER:</b> Willingness to participate and contribute effectively to the team effort. Will put own interests aside when appropriate to meet the needs of the team. Takes positive action to build the team and works through conflict to achieve resolution. Makes other team members feel valued. Knows what their team aims to achieve, their role and the part they play and takes positive action to build the team mentors/coaches new employees.</p>  |   |

## TERMS AND CONDITIONS OF EMPLOYMENT

Noted below is a summary of the general terms and conditions of employment of LinkLiving employees. Those quoted apply to full-time posts and part-time staff will be eligible to receive the same employment terms on a pro-rated basis. Employees on fixed term contracts are also eligible, subject to the restriction of their contract. An individual contract may determine additional terms particular to that appointment and employees should also refer to their own contract of employment.

### Hours

Part time, 21 hours per week, usually Monday to Friday, but requires flexibility around the needs of the service.

### Contract

The post is fixed term for 1 year

### Salary

Placement within the salary range will be dependent on a number of factors including skills and experience.

Progressing through the salary range will be determined by an assessment of individual performance against an agreed Job Plan and following a recommendation made to the Management Team at each performance year-end.

Project Worker Salary Range £26,211 - £28,759 per annum, **pro rata** (dependent on skills & experience).

An Inflation-Related Pay Award is normally awarded annually in April.

### Annual Leave

35 days pro rata per annum (including public holidays) rising to 38 days after completion of three years' service.

### Pension

Link is required by law to automatically enrol eligible employees to its pension scheme. Auto-enrolment rates from 1 April 2019 are:

- Link: 5% of basic salary
- Employee: 3% of basic salary

Employees can opt to increase their contributions:

|           |    |    |
|-----------|----|----|
| Employee: | 4% | 5% |
| Link:     | 6% | 6% |

## Travel

LinkLiving will support eligible employees employed by LinkLiving and providing support to service users across a geographical area where a bus pass is the most cost-effective means of travel, with the cost of a monthly bus pass.

Eligible employees can claim for the cost of a monthly bus pass through iTrent Self Service. Reimbursement will be made through payroll and tax and national insurance contributions deducted. Claims for annual bus passes will not be authorised.

Use of your own car for business mileage, where authorised, will be reimbursed at a rate of 45p per miles. LinkLiving adopts the Inland Revenue approved mileage rate system.

## On-Call

Where an on-call rota is in place, a separate allowance of £20 will be paid per shift.

## Time Back

There is a time back arrangement for additional hours worked in excess of the contracted hours.

## Probationary Period

There is a 6-month probationary period, which may be extended to 9 months following consultation with individuals.

## Support and Supervision

You will have regular support and supervision meetings with your line manager

## Smoking

All Link group offices operate a NO SMOKING POLICY – you may have to work with service users who smoke.

## Health Care Cash Plan

A non-contributory Healthcare Cash plan scheme for employees and children under 18 years old. [Option to include partners]

## Protecting Vulnerable Groups Scheme (PVG) Information for applicants who wish to work with Link

People who work on a regular basis with vulnerable groups will be required to join the

Protecting Vulnerable Groups (PVG) Scheme. This Scheme replaces the Enhanced Disclosure Scotland checking process for organisations and it is a mandatory requirement of working within Link.

As well as strengthening safeguards for children, the PVG Scheme will improve protection for adults because, for the first time in Scotland, there will be a list of those who are barred from working with protected adults - there is already a list of those who are barred from working with children. A protected adult is a person, aged 16 or over, who receives one or more type of care or welfare service either regularly or for a short period of time.

People who work, on a regular basis, with vulnerable groups will join the PVG Scheme and from then on, their membership records will be automatically updated if any new vetting information arises. Vetting information is conviction information retrieved from criminal justice systems and nonconviction information held by the police that is considered relevant.

**Link will meet the cost of any new PVG scheme membership or scheme record update.**

For further information please refer to the disclosure Scotland website - <http://www.disclosurescotland.co.uk/pdf/protecting-vulnerable-groups-scheme.pdf>