



### Job profile

Job details			
Job title	Project Worker	Section	DC Hostel
Division	DC Hostel	Report to	Deputy Manager
Salary	SPOT	Date completed	November 2022
Disclosure level	PVG		

### Job summary

Responsible for the provision of direct high-quality Housing and Support services to vulnerable and homeless service users. Responsible for maintaining a safe and secure environment for all service users, staff and visitors.

### Behaviours and competencies

#### Our organisational competencies

- Think Excellence
- Think Relate
- Think Collaborate
- Think Professionally
- Think Innovate

We want our Project Workers to be able to demonstrate the following behaviours and competencies:

- Commitment to maintaining high standards of customer service
- Ability to demonstrate a positive approach towards the provision of support services for vulnerable adults with multiple support needs
- Good verbal and written communication skills, with an ability to adapt your communication style to fit the preferences of service users
- Ability to recognise issues around confidentiality, boundaries and disclosure
- Ability to respond appropriately to incidents and challenging behaviour
- Able to demonstrate a commitment to developing, maintaining and improving high standards of customer service and service users' involvement
- Ability to work collaboratively with others to achieve the outcomes of the service users you support
- Non-judgmental and non-discriminatory in your approach to work
- Confident and resilient, with a positive attitude towards the work you undertake
- Trustworthy and reliable
- Ability to make good professional judgments, with a solution-focused outlook
- Highly motivated and dedicated to the values of Dunedin Canmore and Wheatley Group
- Ability to use own initiative and take responsibility for own work load
- Commitment to personal continuous professional development



## Person specification

### Experience

#### Essential

- Experience of paid or voluntary work at a similar level or can demonstrate ability to work at this level
- Experience of developing positive working relationships with service users, colleagues and agencies
- Experience of liaising and networking with statutory and voluntary agencies
- Experience of report writing
- Demonstrable computer literacy (Word / Excel / ECCO)
- Experience of working as part of a team
- Knowledge of the current issues in the following areas: alcohol, drugs, mental health, resettlement
- Demonstrable understanding of the causes and effects of homelessness

### Qualifications

#### Essential

- SVQ Level 3 Health & Social Care Adults or appropriate allied discipline or willingness to work towards as required by SSSC
- This post requires a PVG check as the post holder undertakes regulated work with vulnerable adults

## Job outputs

Role output	Includes the requirement to
Provide housing and support service to service users	<ul style="list-style-type: none"> <li>• Take responsibility for all decision making and risk assessment relating to service users in order to ensure a safe and secure environment for all service users, staff and visitors</li> <li>• Identify and assess support needs with service users, in order to agree an appropriate support and resettlement plan</li> <li>• Continually monitor and review all support planning using the Outcome Star</li> <li>• Deal with any incidents involving service users and contact appropriate third parties when required to ensure the safety and well-being of both service users and staff</li> <li>• Make decisions based on hostel policy and procedures; contact duty manager should guidance be required in the event of a serious incident</li> <li>• Encourage service user involvement</li> <li>• Participate in handover meetings with night shift staff to ensure awareness of any issues regarding service users</li> <li>• Help service users understand and comply with the requirements of their individual Occupancy Agreement, including a need to claim benefits and pay rent and service charge</li> <li>• Assist employed service users in the paying of appropriate amounts towards rent and service charges and ensuring the recording of such payments</li> <li>• Help service users develop skills necessary to maintain their accommodation at Dunedin Harbour and prepare for independent living.</li> <li>• Work with the service user, DWP and Housing Benefit department to ensure that all benefit claims are made and revenue is obtained to meet the cost of their accommodation.</li> </ul>
Accurate recording of information	<ul style="list-style-type: none"> <li>• Manage and record all financial expenditure and income relating to service</li> <li>• Administer and input the case files of service users, recording data and activity on to the required monitoring internal information and monitoring systems</li> <li>• Ensure that all support delivered is recorded in order to meet our reporting requirements to CEC Commissioning Team and meets SCSWIS and SSSC standards</li> <li>•</li> </ul>
Safety, security and compliance with professional, regulatory, statutory and corporate requirements	<ul style="list-style-type: none"> <li>• Implement all necessary measures to ensure the safety and security of staff and service users, identifying and reporting risks as appropriate in order to provide a safe environment. This will include: <ul style="list-style-type: none"> <li>○ regular security checks</li> <li>○ admission / non admission of service users and visitors</li> <li>○ control of movement within the building</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ operation and monitoring of CCTV</li> <li>● Participate in line management support and supervision</li> <li>● Hold awareness of current Health and Safety Policy and promote, comply and take responsibility for own safety and others who may be affected by own acts or omissions at work</li> <li>● Adhere to the spirit and requirements of the Group's Equalities and Diversity Policy and Strategy</li> <li>● Adhere to the spirit and requirements of the Group's Customer Service Standards</li> <li>● Work in accordance with Scottish Social Services Council Codes of Practice and National Care Standards Guidelines</li> <li>● Comply with and implement all Wheatley Group policies and procedures</li> <li>● Act ethically and with integrity</li> <li>●</li> </ul>
Additional tasks	<ul style="list-style-type: none"> <li>● Identify, record and report faults to the out of hours maintenance service if required</li> <li>● Monitor, record and re-stock first aid boxes throughout the building</li> <li>● Clean communal areas within the hostel including the office and ground floor in order to maintain standards of cleanliness and hygiene</li> <li>● Carry out any other tasks relevant to the post as directed by the Deputy Managers, Service Manager and Director</li> <li>●</li> </ul>
Achievement of agreed targets for the Team	<ul style="list-style-type: none"> <li>● As agreed through the My Appraisal process</li> </ul>
Compliance with professional, regulatory, statutory and corporate requirements	<ul style="list-style-type: none"> <li>● Comply with and implement all Wheatley Group policies and procedures</li> <li>● Act ethically and with integrity</li> <li>● Lead by example to strengthen our inclusive culture across Wheatley Group ensuring equality, diversity and inclusion is at heart of everything we do</li> </ul>
<b>Interdependencies</b>	
<ul style="list-style-type: none"> <li>● Homelessness Services Manager</li> <li>● Deputy Manager</li> <li>● Project Workers</li> <li>● Night Shift Support Assistant</li> <li>● Service users</li> <li>● Statutory and voluntary agencies</li> </ul>	