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**Profile**

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| Job Title: Project Support Worker | Line Manager Title: Keywork Support Manager |
| Job Holder (Name): | Line Manager (Name): |
| Department: Operations  Number of posts: 15 | Hours per week: 37 |

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| Purpose of the role | * To ensure that accommodation projects are clean and a safe environment for all staff, clients and visitors * To provide support, guidance, empowerment and motivation to a diverse client group. This will require the postholder to work for lengthy periods as a lone worker * Ensure that all services are delivered from Pscholgically Informed Envionments (PIEs) and take into account all 5 PIE principles. |
| Primary Tasks / Responsibility | * To complete daily cleaning tasks, prepare and cook meals in line with the project’s requirements to an acceptable standard and to motivate clients to engage in these duties * To work as required within the project rota system which includes overnight and weekends * Ensure that all maintenance issues are reported in a timely manner * Oversee project based communal client activities * Collect monies from clients for their rents and other charges as appropriate * Maintain a thorough working knowledge of sector best practice and issues relating to the support of our diverse client group * Ensure that all files (paper and electronic) are maintained in a meticulous order for audit/review purposes and that all files are accurate and fully recorded on InForm/CAPITA * Ensure compliance with all current legislation in particular the Care Act 2014 and Homelessness Reduction Act 2017 * Commit to personal development in keeping with the requirements of the job. * Maintain professional standards at all times in line with Signposts (Luton) policies and procedures. * Undertake any other reasonable duties required by management. * Deputise for the Accommodation Project Manager as required |
| Key Focus Areas  (%) | * Project Support 50% * Client Support 30% * Data management 5% * Networking 5% |
| Resources | * Signposts (Luton) policies and procedures * Laptop * Mobile phone * Internet * Transport * Organisation / Team |

**Signposts (Luton) – Person Specification**

**Job Title - Project Support Worker**

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| **Education/Qualifications** |  |  |
| Educated to at least GCSE or equivalent | E |  |
| **Work Experience/Skills** |  |  |
| Working Knowledge of PIE and the 5 principles | E |  |
| Minimum of 3 years experience in the Supported Housing, Health & Social Care or other similar service sector |  | D |
| Proven decision making and managing appropriate and creative approaches to tackle issues for clients |  | D |
| Familiarity with housing regulation, policy and procedures |  | D |
| Experience of writing reports, letters and other correspondence |  | D |
| High level of IT literacy, including spreadsheets, databases, email and Microsoft Office | E |  |
| Experience of giving presentations |  | D |
| Experience of working directly with customers and members of the public | E |  |
| Evidenced knowledge of community care issues | E |  |
| Experience of managing and maintaining budgets effectively |  | D |
| **Management Skills** |  |  |
| Ability to manage time and tight deadlines effectively |  | D |
| Managing people and projects within a tight financial and performance process |  | D |
| **Special Attributes (Characteristic/qualities)** |  |  |
| Full current driving licence and use of vehicle |  | D |
| Excellent communication with ability to communicate effectively verbally and in writing | E |  |
| Strong negotiation, presentation and motivational skills | E |  |
| Ability to work on own initiative; outcome focused – emphasis on action, delivery, results and performance |  | D |
| Ability to work effectively as part of a team to be both challenging and co-operative | E |  |
| Ability to plan ahead, work under pressure and to deadlines |  | D |
| Ability to effectively multi-task on a planned basis | E |  |
| Ability to effectively communicate with a wide range of people in different contact | E |  |
| **Values** |  |  |
| **Respect**  A belief that all individuals are people full of potential and skills deserving to be respected and to give their respect in return. | E |  |
| **Togetherness**  A pride in being part of Signposts which incorporates the individual strengths of each person and acknowledges that we accomplish more together. | E |  |
| **Happiness**  Creating a positive “can do” environment by choosing happiness to enjoy everyday. | E |  |
| **Innovate**  An environment where all ideas are relevant and possibilities are endless. | E |  |
| **Inspire**  Being part of an atmosphere that enables all to meet aspirational needs. A place of energy, creativity, motivation, encouragement, self belief and dreams. | E |  |