

HOMELESS ACTION RESOURCE PROJECT **JOB DESCRIPTION**

Job Title: Project Worker

Responsible to: Resettlement Team Leader

Salary Grade point 18 to point 21 (£17,161 to £19,126) full time

Main Purpose of the Job:

- Encouraging service users attending the Day Centre to participate in an assessment to assist them in identifying and resolving any issue(s) that has lead them to the Day Centre
- To assist homeless service users with emergency, temporary and permanent accommodation
- To refer to in house courses and / or to appropriate agencies in relation to identified need.
- To provide support and advice to assist service users in achieving and maintaining an independent and healthy lifestyle

Duties and Responsibilities:

1. Carry out assessment with service users to ascertain need and signpost appropriately.
2. Complete and Review Needs & Risk Assessments and Support Plans with service users.
3. Make referrals to the Night Hostel and complete all relevant paperwork including housing benefit forms, ensuring that they are fully briefed on all the "house rules" and HARP policies and procedures.
4. Ensure that all service users have accurate and fully maintained personal files that are compiled in accordance with HARP policy.
5. Record data for monitoring and reporting purposes.
6. Ensure financial targets are met in relation to utilisation levels, rent collection and Housing Benefit claims.
7. Advise service users of their welfare, housing, benefit and legal rights and support and assist them where necessary in obtaining benefits that they are entitled to.
8. Support service users to join in-house groups relevant to their situation eg: Tenancy Sustainment training modules, Meaningful activity programmes, Job search etc.

9. Support and assist service users in obtaining the correct medical, dental and mental health care necessary to maintain a healthy life style.
10. Encourage service users who suffer with substance misuse issues to take steps to deal with these issues and support and them in engaging with the specialist agencies that can offer them treatment.
11. Assess service users for the most suitable type of accommodation and work with housing agencies and landlords to accommodate appropriately.
12. Develop and maintain good professional working relationships with all the other agencies that work in partnership with HARP, and establish, where appropriate, joint service user reviews so that all support can be co-ordinated for the clients benefit.
13. Promote and share good working practice.
14. In accordance with the hostel work rota carry out duties at the Night Shelter, booking in all new guests and meeting with any guest who has not been seen by the Team during the day.
15. Attend regular team meetings, supervision sessions, and quarterly appraisal reviews.
16. Undertake training and attend conferences as appropriate and keep up to date with all legislation and information relevant to the job.
17. Ensure that equal opportunities are an integral part of the service and that it is applied to all our service users.
18. Work as part of a team and co-operate fully with all the other teams within HARP.
19. Carry out any other task that may from time to time be determined necessary by your line manager.

This is to certify that I have read, understood and am willing to adhere to the contents of this Job Description in all areas of my work.

Name:

Signature:

Date:

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