**Job Description: Project Worker**

**Job Title:** Project Worker

**Location:** Utility Street Men’s Homeless Hostel, Belfast

**Reports to:** Unit Manager

**Hours:** Rota system Monday – Friday specifically AM/PM shifts with flexibility. Actual hours as agreed and detailed on letter of appointment

**Salary:** £8.38 per hour

**THE NORTHERN IRELAND INSTITUTE FOR THE DISABLED:**

The Northern Ireland Institute for the Disabled is a well established service led charity providing a range of services including Supported Living provision to people with a range of complex disabilities. In addition to this we also operate the Utility Street 59 Bed Homeless Hostel which specialises in the provision of temporary accommodation to homeless men.

**Purpose**

The Project Worker will act as the first point of contact for all clients on reception for the hostel and facilitate an effective admissions and referral service.

**Key Duties and Responsibilities**

**Reception Services**

* To greet, assist and direct all clients, visitors and the general public at the Hostel in the reception area
* To provide safety to the hostel by monitoring all foot traffic as required
* To deal effectively with telephone and answer inquiries, redirect as appropriate or take messages
* Ensure there is a handover to the oncoming shift
* General administrative duties as required.

**Working with clients**

* Act as an efficient point of contact for all new clients, providing a welcoming and sensitive reception service **(Note:** **It is NIID’s objective to receive all clients who meet our criteria and rejection of clients will only happen under exceptional circumstances. In such instances, the matter should be referred to the Unit Manager or Assistant Unit Manager**)
* Demonstrate a clear understanding of the needs of the client group and work in an understanding and flexible manner
* Listening to, encouraging and engaging appropriately with clients
* Liaising with other staff regarding issues which may be raised by clients in order that a high level of support is provided
* Completion of NICORE information forms for admission
* Completion of referral and departure sheets/spreadsheets
* Posting NICORE quarterly returns to Habinteg
* Updating SPOCC Net systems and maintaining occupancy information.
* Ensuring all Housing Benefit forms are completed regarding signature/income type and tenancy start date, returned promptly then duplicated and delivered for prompt payment
* Assisting in compiling statistical information for quarterly Supporting People returns, and as required
* Ensuring Housing benefit forms are copied for management
* Facilitating introduction of potential admissions to the Support Worker for the purposes of completing admissions and induction into the hostel
* Updating paper and computerised systems
* Dealing with any disputes or emergency which arise and completing appropriate documentation
* Diffusing difficult or dangerous situations and summon assistance when necessary.

**General Housekeeping**

* Ensuring that the office environment is kept clean, tidy  and safe by making regular checks and taking appropriate action to maintain the condition of the building, external and communal areas.

**Skills**

* A genuine interest in helping vulnerable people to make changes in their life to move them towards independent living
* A caring, non-judgemental approach to working with homeless people
* A professional approach to clients and work colleagues
* Good problem solving skills / ability to use own initiative
* Ability to deal with difficult / crisis situations
* Demonstrate effective communication skills both verbal and written

A desire to learn and to continually develop by attending relevant training, seeking feedback, and reviewing ways to do things better

In addition the postholder will be expected to adhere to the organisation’s policies, procedures and standards on the following in the course of their duties:

* Communication
* Dignity and Respect
* Equal Opportunities
* Health and Safety
* Teamwork
* Training and Development

**Note:** No job description can cover every issue which may arise within the post at various times. The job holder is expected to undertake, as required, any other duties compatible with the level and nature of this post and/or reasonably required by more senior members of staff.

Signed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Person Specification: Project Worker**

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|  | **Essential Criteria** | **Desirable Criteria** |
| **Qualifications/**  **Attainments** | A minimum of 4 GCSEs at Grades A – C including English and Maths or equivalent (QCF Level 2) |  |
| **Experience/**  **Knowledge** | A minimum of one year’s relevant experience of working with people in special housing, residential work or another supportive environment  Evidence of some general administration experience  Knowledge of the issues faced by adults from a homeless background or with other challenging circumstances  Computer literate and in particular working knowledge of Microsoft Excel and Word | Experience of working with the homeless and/or vulnerable client groups within a hostel or supported housing setting  Awareness of the legislative requirements for working with vulnerable adults |
| **Skills/Abilities** | Requirement to obtain an Enhanced Disclosure Check by ACCESS NI |  |

**NOTE**

**THIS POSITION IS SUBJECT TO AN ENHANCED ACCESS NI CHECK. COPIES OF THE RELEVANT POLICY ON THE RECRUITMENT OF EX-OFFENDERS AS WELL AS THE ACCESS NI CODE OF PRACTICE ARE AVAILABLE ON REQUEST. PLEASE NOTE THAT HAVING A CRIMINAL RECORD WILL NOT NECESSARILY BE A BAR TO OBTAINING A POSITION WITH NIID.**