

Job Description: Project Worker

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| Job Title: | Project Worker |
| Location: | Utility Street Men's Homeless Hostel, Belfast |
| Hours: | Monday – Sunday Rota 37.5 hours per week |
| Salary: | £11.57 per hour |

Harmoni:

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 assist in the general admin support of the hostel.

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
- To deal effectively with telephone and answer inquiries, redirect as appropriate or take messages
- To contribute to handover to the oncoming shifts via the handover document.
- 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
- 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
- Assist support workers with support of clients when required by line manager, including support with benefits, housing and appointments, and support with planned move on's.
- Completion of NICORE forms for all new residents and email these on quarterly deadline.
- Updating NIHE systems such as SHARP (bed tracker) and maintaining occupancy information and reports.
- Ensuring all Housing Benefit forms are completed regarding signature/income type and tenancy start date, and have attached proof of ID, income, and occupancy forms which are scanned/mailed to belfast housing benefit for prompt payment
- To assist in the collection of service charge and rents, record appropriately and update debtors list daily.
- Assisting in compiling statistical information for quarterly Supporting People returns, and as required
- Maintain and update maintenance log sheet.
- Update warnings spreadsheet.

- Assist support staff in dealing with any incidents, or any emergency which arise and complete appropriate documentation and reports.
- Participate in the support Rota
- Assist in the completion for food, stationery and cleaning orders.

General Housekeeping

- Ensuring that the office environment is kept clean, tidy and safe by making regular checks and taking appropriate action and Assist in the completion of health and safety checks.

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
- Trustworthy

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

| | Essential Criteria | |
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| 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 A minimum of one year's general administration experience Knowledge of the issues faced by adults from a homeless background or with other challenging circumstances Computer literate and in particular good working knowledge of Microsoft Excel and Word | |