

# WESTCOUNTRY HOUSING ASSOCIATION

## JOB DESCRIPTION

**Job Title:** Relief Project Worker

**Location:** Plymouth House

**Responsible to:** Project Manager

### **Job Purpose**

Provide intensive housing based support for residents with the aim of preparing them for move on. Enable residents to acquire the skills required for independent living and resettlement into the community.

### **Essential Duties and Responsibilities**

#### ***Supporting People***

Maintain up to date knowledge of Supporting People QAF criteria, welfare benefits, housing law and other relevant legislation.  
Implement and adhere to quality standards of support  
Ensure support needs of residents are met through individual assessment, one to one support and regular review of support plans.  
Comply with risk management procedures.  
Comply with referral and allocation processes.

#### ***Supported Housing Policies***

Comply with the Association's supported housing policies and procedures, specifically Lone Working, Boundaries and Confidentiality policies.

#### ***Equality and Diversity***

Apply equal opportunities and anti-discriminatory practice, ensuring that all services are made as accessible to residents as possible.

#### ***Working with Residents***

Monitor residents mental, physical, personal health and social welfare.  
Create and maintain good working relationships with all support agencies.  
Provide one to one support for a specified number of residents.  
Provide advice and guidance to residents on a range of subjects to include:

- Budgeting
- Consultation and participation in the running of the project
- Developing friendships, interests and hobbies
- Employment
- Education and training
- Life skills
- Maintaining full benefit entitlement
- Participation in community life
- Socially acceptable behaviour

**Health & Safety**

Comply with the Association's Health and Safety policies by ensuring the safety of self, residents, and the project when on duty.

**Financial and Administration**

Maintain effective rent collection systems. Carry out administration relevant to the role as required.

**Competencies Required****Achieving Results**

Ability to explain the aims and objectives of the Association.

Ability to translate these into the specific aims and objectives of the project and project team.

Ability to explain how own role contributes towards achieving the aims and objectives of the Association, project and team.

**Working with People – Resident Focus**

Manage emotionally charged situations and distressed people.

Demonstrate empathy and understanding to meet resident needs.

Solve resident problems with a positive attitude.

Adapt style to deal with different resident needs.

**Working with People – Team Focus**

Build and use an effective network of contacts to ensure co-operation with internal and external customers.

Support and assist team members and other members of staff within the Association.

Share experience and information with others for the benefit of the team and the organisation.

Understand the priorities and needs of other members of the team.

Participate effectively in team meetings and team decisions.

Support team decisions, even if personal views differ.

Help to facilitate good team-working relations within the team and the Association.

**Personal Skills**

Demonstrate effective, active listening skills.

Identify and select appropriate communication channels, eg e-mail/face to face/written.

Use clear, concise and logical language when speaking/writing and avoid jargon.

Effectively deal with conflict and hostile situations.

Negotiate effectively using influencing, persuading skills.

Display confidence in own judgement to reach appropriate decisions within field of operation.

Be creative and innovative when solving problems.

Adapt quickly and flexibly to new demands and change.

**Managing Self**

Prioritise work to meet tight deadlines.

Be flexible to meet new deadlines.

Make good use of time to effectively juggle a number of activities.  
Manage a varied workload.  
Pay attention to detail.  
Keep up to date on changes in supported housing environment.  
Be pro-active in identifying own training and personal development.

### ***Use of Resources***

Ability to proficiently use:  
➤ Microsoft 2003 Word/ Excel

### **General Responsibilities:**

#### **1. Confidentiality**

The post holder must maintain confidentiality of information about staff and residents and the Association's business and be aware of the Data Protection Act 1998.

#### **2. Standards of Business Conduct**

The Association expects all employees to maintain the highest standards of personal and business conduct at all times. The Association's staff handbook sets out the Association's expectations under sections: Code of Conduct and Declaration of Interests, copies are available from the Human Resources Department at Hatfield House, Torquay.

#### **3. Health & Safety**

All employees should be aware of the responsibility placed on them under the Health & Safety legislation, to ensure that the agreed safety procedures are carried out to maintain a safe environment.

#### **4. Equality & Diversity**

The Association is opposed to direct and indirect discrimination and aims to promote equal opportunities throughout the Association. Any employee of the Association is required to treat all colleagues, customers, stakeholders and partners equally, regardless of race, gender, disability, sexual orientation or religious belief.

All employees must abide by the Association's Equal Diversity Policy and Strategy – a copy is available upon request from the Human Resources Department at Hatfield House, Torquay

#### **5. No Smoking**

The Association operates a non-smoking policy in offices.

## **6. Training and Development**

To attend appropriate training courses and supervision meetings as required.

## **7. Communication**

To attend staff and team meetings.

### **Purpose of a Job Description**

This is a description of the job as it is presently constituted. Job descriptions are reviewed and updated when considered necessary to reflect any changes to the job being done and to incorporate changes. Employees will be consulted on any changes in their job description in a meeting with their line manager. If agreement is not possible the Association reserves the right to insist on changes by adding to, taking away or substituting duties; provided that in doing so we do not change the fundamental nature of the post.

May 2007

**WESTCOUNTRY HOUSING ASSOCIATION  
PERSON SPECIFICATION**

Post of Relief Project Worker – Plymouth House

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Qualifications and ability</b>	<p>Good general education to O level/GCSE standard (or equivalent) to include English Language and Math's</p> <p>Ability to proficiently use Microsoft Word 2003 and Excel</p>	<p>O Level/GCSE English Language (or equivalent) at Grade C or above</p> <p>O Level/GCSE Math's (or equivalent) at Grade C or above</p> <p>Higher education A Level/degree standard</p> <p>Qualification in Mental Health/ Housing Management/ Counselling</p> <p>NVQ Social Care Level II</p> <p>Knowledge of <i>Supporting People</i></p>
<b>Experience</b>	Relevant experience of working in supported housing environment	Experience of housing associations, supported housing, or support agencies
<b>Relevant Skills</b>	<p>Communication</p> <p>Personal</p> <p>Customer Service</p> <p>Team Working</p> <p>Planning &amp; Organisational</p> <p>Technical</p>	
<b>Other Requirements</b>	<p>Participate in the 24 hour support of the project via on call rota</p> <p>Willingness to work flexibly outside 'normal working hours and to cover staff absence/sickness at short notice</p> <p>Understanding of lone working, boundaries and confidentiality issues.</p> <p>Ability to ability to work with confidential information</p> <p>Commitment to Equality and Diversity</p>	



## **GENERAL INFORMATION**

### **POST OF RELIEF WORKER**

#### **PLYMOUTH HOUSE**

Westcountry and Tarka Housing are members of Westward Housing Group, a non-profit making and one of the largest developing housing groups in the area, with more than 6000 properties in management and a turnover in excess of £20 million. The Group is a charity providing a wide range of housing for families, single people, the elderly and those with additional support needs.

The Group's Head Office is at Hatfield House, Hatfield Road, Torquay.

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|----|--|---|
| 1. | Closing Date for completed application forms | Open  |
| 2. | Interview Date                               | To be arranged  |
| 3. | Salary Scale                                 | £9.13 per hour  |
| 4. | Hours of Work                                | As and when required by agreement with the manager of the project and yourself.   |
| 5. | Annual Leave                                 | 20 days per annum to include statutory holidays, (pro rata). Payment of annual leave is made on a quarterly basis and is calculated on the hours you have worked in the period. |
| 6. | Pension Scheme                               | A contributory staff pension scheme is available.   |
| 7. | Location                                     | This post will be based at Plymouth House.  |
| 8. | Smoking                                      | A no smoking policy is operated throughout all the Group's offices.   |
| 9. | Criminal Record Check                        | The successful applicant for this post will be subject to an Enhanced Criminal Record Check.  |

May 2009