

The Marie Trust

Job Description

Crisis Intervention Service

Job Title:	Project Worker
Report to:	Service Manager – Intervention Service
Hours:	35 hours per week
Salary:	£25,000 per annum

Principle Duties & Responsibilities

The post-holder will:-

Establish and maintain contact with people affected by homelessness and/or multiple complex needs who use the service. This will necessitate working effectively with people who experience mental and physical ill health, substance dependence, offending, rooflessness and other support needs as appropriate.

Work as part of a team to help deliver an immediate response to individuals seeking assistance with homelessness, benefits, mental health and addiction support and safeguarding concerns, and help alleviate the crisis people are experiencing.

Carry out dynamic and comprehensive assessments of needs with individual clients liaising with, representing and referring to other providers such as homeless casework teams, NHS practitioners, housing, statutory and voluntary services.

Assist with benefits applications and representation at appeals, ensuring clients have access to full benefit entitlement.

Enter into supportive and empowering relationships with clients with the aim of assisting them to tackle the often complex issues in their lives and access the support and services they need to help them at that moment in time and longer term.

Deliver practical support to users of the service (e.g. assisting people with emergency food parcels etc. where required.)

Perform general contact and assessment duties within the service in order to supervise the operation of the service identify needs and communicate with the wider team.

Provide a welcome and assessment of clients coming into the service ensuring health and safety is a priority.

Deliver outreach support to help clients access community-based resources in their own locality.

Attend relevant forums and events and develop sound relationships with other key providers as required.

Monitor and record in a consistent and professional fashion all work carried out on the client's behalf.

Participate in the ongoing review of service delivery in order to optimize the service's use of resources in order to best meet individuals' needs.

Carry out any other duties as required by the management of The Marie Trust.

Hours of work: Monday – Thursday (9 am – 5pm, Monday to Thursday, 9.00am to 4.30 pm Friday's)

This post is subject to the successful candidate to join the PVG Scheme membership for Regulated Work with Adults, provide two satisfactory references and proof of qualifications.

Person Specification

Essential criteria

- Proven ability to work effectively with people with complex needs.
- Experience working with people who are homeless, in housing need, and/or socially excluded.
- Proven experience in delivering quality housing and welfare advice.
- Experience in delivering support for people with addiction, mental health, or offending.
- Displays sound communication and interpersonal skills and is aware of risk assessment and safeguarding and when and how to report a concern.
- Proven ability to network with other agencies and organizations.
- Recording and reporting skills
- Ability to recognize own deadlines and prioritize workload accordingly.
- Sound information communication technology and recording skills.
- Ability to give objective feedback and the willingness to challenge constructively.
- Displays awareness of the importance of professional boundaries.
- Ability to demonstrate a commitment to providing impartial advice and to non-discriminatory, non-judgmental, and person-centered practice.
- Educational to SCQF level 7 (equivalent to HNC level) in Social Care, Psychology, or related social care subject.

Desirable criteria

- Language skills
- Sound awareness of community resources