Job Description

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| Role Title | Relief Project worker |
| Directorate | 31 York Road |
| Responsible to | Project Manager |

The Relief Worker is responsible for service delivery within their team. They will:

* Contribute to Together achieving the highest standards and effectiveness in service delivery to service users within an operating environment which is complex and changing;
* Contribute to the implementation of the team’s aims and objectives, work plans, operational policies and procedures in such a way that they contribute to the mission of Together and deliver on business plan objectives.
* Support all activities within the team effectively and maintain Together standards in relation to service users/internal customers and other stakeholders alike.
* Carry out liaison roles internally and externally to Together
* Provide direct support to clients in the form of casework management.

The Relief Worker will:

* Work with clients designated by the line manager. This workload may change subject to contracts for services and the requirements of the commissioners and funders.
* Comply with the standard responsibilities outlined for all service delivery roles within Together and adopt and comply with Together ethos and values, policies and procedures, and regulatory frameworks including:
* Code of Conduct
* Equality and diversity
* Health and Safety
* Data Protection and use of IT resources
* Regulatory Standards and Schedule 1
* Risks and internal controls
* Complaints procedure
* Human Resources policies and procedures
* Financial procedures and controls
* No role profile can cover every issue which may arise within the post at various times and the post-holder is expected to carry out other duties from time to time, which are broadly consistent with those described.

The role will participate in a 24-hour rota system to provide emergency advice and support to service users as required.

Responsibilities and Accountabilities

1. Contribute to the continual improvement of service effectiveness, ensuring that service users or internal customers receive a high quality outcome-focused service.
2. Work with team members including the Project Manager to ensure that casework in the team is effectively delivered, including giving appropriate feedback to the line manager on the need for appropriate action to address problematic areas.
3. Provide key-work, support any crisis intervention work, complete case recording, face to face work, group work, advice giving, advocacy and other interpersonal work.
4. Ensuring that the required paperwork and monitoring is completed including the updating of case files to the standards set out by Together and the agreed requirements of the Service Commissioner.
5. Contribute to the provision of timely and accurate information, reports and analysis to Project Manager or senior practitioner, as they may find necessary for the proper management of Together services.
6. Contribute to the regular review of the effectiveness of service delivery, involving service users and other stakeholders in this process.
7. Contribute to the development of the annual work plan, taking on tasks to ensure its successful implementation and completion.
8. Promote best practice, including person centred support planning and effective casework management.
9. Maintain good working relationships with colleagues in other Together teams as appropriate.
10. Represent Together at other external meetings as required.
11. Contribute to the meeting of the targets in the areas of Wellbeing, Education, Training and Employment / move on of the service users, maximising service user involvement /and other Key Performance Indicators.
12. Contribute to the maintenance and improvement of the building

The employee may on occasion, and in necessary circumstances, be called upon to undertake work in other locations other than their usual base of work, in order to ensure Together's obligations to service-users are fulfilled. In exceptional circumstances, an employee may be asked to do alternative work at another location which would be aimed at being within the competence of the employee.

Knowledge, Skills and Experience

1. Demonstrable understanding of the issues involved in delivering effective support services to a range of vulnerable people.
2. An understanding of a range of approaches to case working including key working with service users and the implementation of different agendas, such as personalisation.
3. An understanding of Mental Health and the impact on the lives of individuals and a depth of understanding of the needs and aspirations of people with mental health issues which is based either on your own personal experience of being a service user or professional work or voluntary experience.
4. Knowledge, understanding or experience of working in a casework management system.
5. Ability to work independently using own initiative whilst remaining accountable to line management and communicating effectively as part of a team.
6. An understanding of the importance of supportive relationships and fulfilling lives, and especially sustainable work in developing resilience and preventing homelessness.
7. Excellent written and verbal communication skills with the potential to present information to a wide audience.
8. The ability to establish good working relationships with service users, colleagues, other stakeholders externally and to work well within a team.
9. Honesty, reliability and flexibility

To be demonstrated at interview

1. Ability to manage a varied caseload that works effectively with a range of clients’, and successfully engages with clients with a range of support needs, using an outcome-based approach.
2. A mature and thoughtful and proactive approach to the implementation of equal opportunities and management of diversity.
3. An understanding of what is required to establish and maintain effective working relationships with service users, colleagues, funders, housing providers and other professionals and organisations.

An understanding of, and adherence to legislation, procedures, policies and good practice guidelines relevant to the role.

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| **Core Competencies for staff** |
| *Attributes/behaviours the role holder must possess to be successful in the role* |
| **Customer Focus** | * Treats all customers with dignity and respect
* Understands the needs and experiences of vulnerable people and promotes the rights of people we support
* Adopts a creative and innovative approach to service delivery to improve support of customers needs
* Is positive about working in a changing and challenging environment
* Able to adapt approach to customers and relate to them in a way that best responds to their needs
* Manages risk appropriately, balancing risk against the benefits of taking risk
* Resolves customer concerns and issues promptly through appropriate channels
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| **Team-Working** | * Shares learning and information with colleagues
* Understands the roles of others in the team
* Actively cooperates in achieving team objectives and takes a fair share of the workload
* Supportive and reliable
* Treats all team members equitably and with respect
* Listens and responds positively to the contributions of others
* When appropriate, questions new and existing ways of doing things
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| **Managing Development** | * With line manager, identifies own strengths and limitations
* Actively seeks opportunities to learn and develop
* Responds positively to constructive feedback;
* Meets goals for self-development and improvement
* Attempts tasks, however difficult they may initially seem
* Flexible, open and adaptable in work practice, particularly in response to new information, changing conditions or unexpected obstacles
* Learns from mistakes
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| **Task-Planning** | * Organises own schedule for completing tasks in a flexible and open way, according to the needs of customers and the team
* Applies new ways of doing things to own work practice with a positive attitude and open mind
* Communicates own plans to relevant people and informs them when deadlines/tasks cannot be completed on time
* Accurately estimates resources and time to achieve own targets
* Adapts plans in the event of unforeseen circumstances; is proactive in problem solving
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| **Decision-making** | * Supports others in their decision making
* Gathers full information from all relevant sources and consults with colleagues before making a decision
* Thinks through the implications of decisions
* Seeks others’ ideas in tackling problems and in formulating solutions
* Uses experience and patterns in information to make evidence-based decisions
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| **Communication**  | * Considers and adapts style and delivery to meet the needs and level of the audience
* Reduces barriers to effective communication and checks for understanding
* Relates to others in an open, constructive manner, challenging others’ views, attitudes and behaviours appropriately
* Respects cultural differences
* Refers positively to the organisation, its people and services
* Completes standard letters and forms legibly and without errors
* Keeps accurate and complete records and handles data appropriately, as is consistent with legislation, policies and procedures
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