

JOB DESCRIPTION

Crowstone Project Worker

Job Title:	Crowstone Project Worker
Department:	Crowstone Supported Accommodation Service
Line Manager:	Team Manager
Responsible For:	Volunteers and Peer Mentors
Location:	Crowstone, Southend-on-Sea (exact site address to be confirmed)

Scale:	Points 11–16		
Hours:	37 hours per week – On a shift pattern including weekends	Term:	Permanent

MAIN PURPOSE OF THE ROLE

As a Crowstone Project Worker, you'll provide practical advice, information and support to people living in our supported accommodation – helping with tenancy sustainment, education, employment, life skills and personal independence. You'll take a trauma-informed approach to key-working and support planning, and work alongside residents on their mental health, physical health and any substance use, at a pace that's right for them. You'll also carry out the day-to-day housing management of the service, helping to keep Crowstone a safe, secure and welcoming place to live.

KEY RESPONSIBILITIES

Resident support and key-working

- Manage a caseload of residents, providing regular key-working sessions, needs assessments and support plans that reflect each person's goals and progress.
- Build trusting, respectful relationships with residents, centring their voice and choices in the support you provide.
- Support residents with practical steps towards tenancy sustainment, education, employment and independent living.
- Help residents access support for their mental health, physical health and any substance use, including referrals to specialist services where needed.
- Support residents to attend appointments, take part in multi-disciplinary meetings and engage in daily activities.

Group work and therapeutic activities

- Help plan and deliver Crowstone's weekly programme of group sessions and meaningful activities.
- Support residents to build core life skills, such as budgeting, cooking and personal care, in preparation for independent living.

- Use trauma-informed, person-first approaches in all group and one-to-one work.

Housing management

- Carry out regular contact and welfare checks with residents, recording these accurately on HARP's database.
- Help residents understand their tenancy rights and responsibilities, and work to prevent evictions wherever possible.
- Carry out routine health and safety checks of the property, reporting and recording any issues promptly.
- Support timely housing benefit claims and the accurate collection and recording of service charges.
- Help keep Crowstone's properties and surrounding areas safe, secure and welcoming for residents and neighbours.

Records, monitoring and quality

- Keep case files and records up to date and accurate on HARP's In-Form database, to support monitoring and reporting.
- Take part in exit interviews and feedback processes to help improve the service.

Partnership working

- Build and maintain good working relationships with external agencies and professionals involved in a resident's support.
- Attend partnership and multi-disciplinary meetings to agree and progress joint actions.

Safeguarding, confidentiality and data protection

- Identify and raise safeguarding concerns promptly, following HARP's policies and procedures.
- Treat personal, private or sensitive information about residents, colleagues and partners with confidentiality at all times.
- Handle all data in line with HARP's GDPR and Data Protection policies and current data protection legislation.

Wider contribution to HARP

- Support HARP's Fundraising and Communications teams, where needed, to help share Crowstone's impact with the local press and media.
- Uphold anti-oppressive, inclusive practice and contribute to Crowstone's recovery-focused culture.
- Carry out any other duties reasonably required, in line with the responsibilities of this role.

This post involves regular contact with people who may be vulnerable, and is subject to an Enhanced DBS (Disclosure and Barring Service) check, in line with the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975.

This job description reflects the current requirements of the role. It may be reviewed and updated from time to time in consultation with the post holder.

PERSON SPECIFICATION

#	Criteria	Essential / Desirable
Qualifications		
1	NVQ Level 3 (or equivalent) in Health & Social Care (Adults), Housing, Information, Advice and Guidance, or a related field.	Desirable
Relevant Experience		

2	Knowledge of the regulatory requirements and best practice guidance relating to people affected by homelessness, and the issues that can affect them.	Essential
3	Experience of working with a range of stakeholders and in partnership working.	Essential
4	Experience of applying health and safety guidance in a work setting.	Desirable
Skills, Knowledge and Abilities		
5	Clear communication skills, face to face, by phone and in writing, using trauma-informed approaches.	Essential
6	Ability to establish trust and build good rapport with residents, including the confidence to identify and raise safeguarding concerns.	Essential
7	Ability to stay calm, and to work effectively and efficiently in challenging situations.	Desirable
8	Self-motivated, with the confidence to work independently as well as co-operatively and flexibly as part of a team.	Essential
Personal Attributes		
9	Patience, politeness, resilience and self-control.	Essential
10	Able to work evenings, weekends and Bank Holidays on a shared rota, in line with the needs of the service.	Essential

BEHAVIOURAL COMPETENCIES

This role is assessed against HARP's Core Behavioural Competency Framework at the levels set out below:

Competency	Level Required
People First Practice	Level 1
Integrity, Humility & Learning	Level 1
Kind, Clear Communication & Relationships	Level 1
Professional Accountability & Quality	Level 1
Purposeful Leadership, Change & Resilience	Level 1

Competencies are assessed at interview and form part of ongoing supervision, probation review and annual appraisal. The full framework will be shared with shortlisted candidates prior to interview.

HARP is committed to equality, diversity and inclusion. We welcome applications from all sections of the community and particularly encourage applications from people with lived experience of homelessness.

