



JOB DESCRIPTION

TITLE OF POST: Dual Diagnosis Project Worker
LOCATION: The Haven
RESPONSIBLE TO: Manager/Assistant Manager

PURPOSE OF THE POST

The main purpose of the job of a Project Worker is to jointly manage the project in conjunction with other members of the team to provide support and advice to Residents. The Project Worker will be expected to regularly participate in Team Meetings, working parties and other ad hoc groups as agreed with the management and team of the project.

MAIN TASKS AND RESPONSIBILITIES

1. CLIENT SUPPORT

- 1.1 To induct new residents in line with the project's policy.
- 1.2 To observe confidentiality at all times.
- 1.3 To provide advice to clients on health, Harm Reduction strategies, welfare benefit claims and other issues as necessary.
- 1.4 To provide advice to Residents across a range of needs in consultation/liason with the Care Manager, CPN's, specialist workers and other agencies.
- 1.5 To assist clients to make successful claims for welfare benefits and to be responsible for the collection of weekly charges for residents.
- 1.6 To have a working knowledge of appropriate social care and benefits law and to advise and assist clients accordingly.
- 1.7 To assess individual needs with the clients and assist them in obtaining access to all forms of primary health care, substance misuse workers and other specialist agencies when required.
- 1.8 To be responsible for organising, facilitating and running meaningful activities both in and out of the project.
- 1.9 To support and encourage residents with their personal care and hygiene in accordance with their individual care plan.
- 1.10 To work with clients in producing on-going care plans and ensure case reviews are carried out and that case plans are implemented and adequate case records are maintained.
- 1.11 To have an understanding of the needs of the client group and to assess each situation as they arise on its own merit.
- 1.12 To assess client risk and develop risk management strategies with the client and other involved services.

- 1.13 To ensure that individual residents dietary requirements are met.
- 1.14 To be responsible for dispensing medication to residents and to ensure that the appropriate records are maintained accurately.
- 1.15 To establish an agreement with keywork clients with regard to their alcohol consumption and to maintain the effectiveness of such agreements.
- 1.16 Ensure that medication is stored and disposed of in accordance with WLM policy & Procedure.
- 1.17 Making any appointments for residents: Doctors, hospital, arranging transport if necessary and ensuring residents attend appointments arranged and placements at day centre's etc.

2. FINANCIAL AND ADMINISTRATIVE DUTIES

- 2.1 To support management in ensuring that rental income is maximised by filling voids promptly and in line with the project's policy.
- 2.2 To collect and record weekly service charges, maintain resident rent records and ensure that arrears are managed in line with the project's policy. To liaise with the Housing Benefit department and Benefits Agencies to ensure that clients and the care home receive all monies due to them. To pursue bad debts for key clients.
- 2.3 To keep accurate daily records of petty cash and other Project monies.
- 2.4 To keep accurate records and statistics on resident admissions and departures. To maintain a high standard of record keeping in the office and keep all financial and administrative systems in the office in an accurate and up-to-date manner in line with policy.
- 2.5 To ensure that all written work both for internal and external use is of a high standard.
- 2.6 Issue loans/monies to residents ensuring these are recorded accurately and appropriately.
- 2.7 Ensuring all incidents/accidents are recorded, copies sent/given to appropriate persons and filed.
- 2.8 Collating all the necessary information for handover, recording this on the handover sheet and performing handover to project workers coming on shift.

3. MANAGEMENT OF THE PROJECT WHILE ON SHIFT:

- 3.1 Working within the Rota shift pattern as required, maintain a friendly and supportive environment within the project, this will include evening and weekend working.
- 3.2 To diffuse difficult or dangerous situations and to summon outside assistance when necessary.
- 3.3 To issue warnings and exclude people when necessary in accordance with agreed policies.
- 3.4 To liaise with local authorities and other statutory agencies, including the police, as necessary.
- 3.5 To carry out the referral procedures to and from the project.
- 3.6 To liaise with and work with sessional workers, volunteers and external agencies to provide the highest possible standard of service delivery to clients.
- 3.7 To notify the relevant workers when stocks and supplies are short, and to order these when required to do so.
- 3.8 To ensure that the project is kept clean and safe including in the absence of domestic staff

the cleaning of substances such as sickness and excrement.

- 3.9 To adhere to West London Mission's Health and Safety Policy in all aspects of the work.
- 3.10 To carry out health and safety checks in line with policy and keep records as required.
- 3.11 To carry out regular checks of fire alarm, emergency call systems and fire drills as agreed with the Deputy Manager and/or Service Manager.
- 3.12 To monitor the standard of the accommodation and grounds, to ensure that they are consistently high throughout. This includes identifying and reporting repairs and maintenance of equipment are kept to a high standard.
- 3.13 To support clients in tidying up of bedrooms as is required according to individual service needs and specification.
- 3.14 To maintain records and electronic systems, including clients' files, in an accurate and up to date fashion.
- 3.15 To be supportive of your colleagues during times of crisis.
- 3.16 To deal with the immediate support needs of the clients as appropriate.
- 3.17 To deal with resident's complaints and to resolve conflicts between users sensitively and effectively.

4. OTHER DUTIES

- 4.1 To attend shift handover meetings, monthly Team Meetings, team review days and other meetings as agreed with the Deputy Manager and/or Project Manager. To chair and take minutes of meetings, as requested.
- 4.2 To keep abreast of social care legislation, welfare benefit legislations and other matters relevant to successful support of clients.
- 4.3 To participate in the selection, recruitment and induction of new staff, as requested.
- 4.4 To join West London Mission in-house and other training, and where possible to become involved with working parties and/or surveys.
- 4.5 To represent West London Mission and the Project externally at meetings, open days and events, as requested.
- 4.6 To carry out specialist duties as agreed with the Deputy Manager and/or the Project Manager.
- 4.7 To adhere to West London Mission's Equal Opportunities Policy and Health and Safety Policy in all aspects of the work.
- 4.8 To adhere to West London Mission's Code of Conduct.
- 4.9 To attend and contribute to regular supervision with the Deputy Manager and/or Project Manager.
- 4.10 To attend and contribute to an annual appraisal.
- 4.11 To undertake such other duties, consistent with the general tenor of this job description as may be reasonably required.

PERSON SPECIFICATION

POST: DUAL DIAGNOSIS PROJECT WORKER

LOCATION: THE HAVEN

We want Project Workers who can demonstrate the following competencies to a high level and want to use these to the full in their work. We will be looking for evidence of all the following key competencies during the selection process, if you are shortlisted.

Client focus	Team Work
Organisation and planning	Administration and IT
Proactivity and initiative	Reasoning and problem-solving
Communication	Work with external agencies

Although we are keeping direct experience /knowledge requirements to a minimum, we do need you to use the Job Application form to demonstrate your capacities in relation to each of the criteria listed in Section 1, 2 & 3 below (addressing each point in order).

1. Previous Experience

- 1.1 Experience of dealing directly with the public and/or clients or customers in a busy service environment
- 1.2 Experience of liaising effectively with a variety of people/agencies.

2. Special Knowledge and Requirements

- 2.1 Ability to maintain enthusiasm for a high level of contact with clients on a day-to-day basis.
- 2.2 A genuine interest in helping vulnerable people, including those with mental health and substance misuse issues to make changes in their life.
- 2.3 An understanding of the need to empower clients to make positive changes.
- 2.4 An awareness of the causes of homelessness and the need of vulnerable people.
- 2.5 Ability to monitor a client's progress and the importance of maintaining clear and concise written and numerical records.
- 2.6 Understanding of some of the kinds of challenging behaviour that clients might demonstrate and awareness of strategies for dealing with challenging behaviour.
- 2.7 Familiarity with IT applications and basic keyboard skills.
- 2.8 Understanding of:
 - (a) The importance of confidentiality in relation to work
 - (b) Professional boundary issues
- 2.9 An understanding of and the commitment to diversity & equality as it applies to a supportive service and in the workplace.

3. Additional Requirements

- 3.1 Willingness and ability to work shifts including evenings, weekends and sleepovers.
- 3.2 Willingness and ability to work outside of shift/rota on occasions
- 3.3 Willingness to work flexibly in response to changing organisational requirements.
- 3.4 Commitment to WLM's values and understanding of its Christian ethos'