



## JOB DESCRIPTION

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<b>POST</b>	Senior Project Worker (Employment Support focus)
<b>SERVICE</b>	Seymour Place
<b>ACCOUNTABLE TO</b>	Service Manager
<b>SALARY</b>	£30,013 - £33,452 (Inclusive of London Weighting) <b>NJC Points 29 - 33</b>
<b>HOURS</b>	Full time 36.5 hours per week

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### **About Seymour Place**

Seymour Place is a busy day centre, serving the W1/W2 area of London, providing a range of services to people with complex needs who are homeless or undergoing resettlement. The Centre is a key resource in this area of the City, is very well networked with other agencies and is committed to developing services in response to changing needs. The Centre provides:

- open access to a wide range of daily life support services
- open access to multi disciplinary specialist services
- rehabilitation and ongoing support services

Seymour Place is one of a number of projects which together make up the extensive services of WLM to marginalised people groups across London.

The Centre is one of the founder members of Homeless Network whose functions are now incorporated into Homeless Link.

### **Purpose of the job**

The post holder will be one of three project workers, each of whom has both general duties and an area of particular focus. In turn these workers are part of a wider multi-disciplinary staff team which includes specialists in casework, counselling, medicine, occupational activities, catering and service support. The staff team is complemented by several part time volunteers and a maximum of four residential interns, and by specialist sessional workers from other agencies.

The three project workers are at the forefront of providing care services and direct help to

users of the Centre each day. Each also has and develops a particular area of interest or focus.

This is a refreshed post of Employment Support Worker focussing on the needs of service users who are without work and in need of support to access work programmes and paid employment. The post holder is tasked with coordinating support for these clients, liaising with other agencies and developing appropriate strategies to alleviate their immediate hardship and providing support and assistance to gain employment and increase and improve the opportunities available to them.

## **1. MAIN DUTIES**

**Leading on the support for day centre clients identified as unemployed and working with clients to engage and assist them in becoming work ready and engaged with appropriate support services.**

- 1.1 Ensuring that the rest of the project work team are aware of relevant issues and resources affecting clients who have been identified as unemployed.
- 1.2 Maintaining records on a case load of individual clients who have been identified as unemployed and regularly reviewing their progress to ensure they are getting appropriate support with a caseload of 20 clients.
- 1.3 Identifying clients who are unemployed and ready to enter the labour market and referring them to appropriate external agencies.
- 1.4 Identifying and sourcing volunteering, apprenticeship and training opportunities, working closely with agencies such as One Westminster.
- 1.5 Creating links and partnerships with other organisations to enable effective joint working to be done to assist those clients identified as suffering from unemployment, seeking out work placements and establishing relationships with potential employers.
- 1.6 Liaising with both visiting partner agencies and other external agencies as appropriate with regard to individual clients.
- 1.7 Developing and maintaining a set of up to date resources, both practical and advice based, with regard to the support for unemployed clients.
- 1.8 Collecting data regarding the numbers and issues facing unemployed clients to enable better advocacy on their behalf in relevant policy forums.
- 1.9 Setting targets for the numbers of unemployed clients moving into volunteering, training, work programmes and paid employment.

- 1.10 Coordinating and scheduling the work happening within the centre to support unemployed clients into work and other opportunities ensuring the inclusion of the centre staff, volunteers and interns in this work as well as the involvement of relevant external agencies.
- 1.11 Accompanying clients who need support to introductory meeting with appropriate agencies.
- 1.12 Working closely with partners such as Crisis Job Coaches, Westminster Council's Employment Support Workers, Job Centre Plus (DWP) to improve client opportunity
- 1.13 Collating information on employed clients, linking them in to further training or better work opportunities and our Financial Resilience worker to ensure they are maximising income and managing finances optimally

## **2. Over-riding Responsibilities:**

- 2.1 To give effect to the Centre's fundamental aim of providing a safe and caring environment for its users;
- 2.2 To express in practice the values and ethos of WLM in the way people are treated;
- 2.3 To enable and encourage users to take advantage of the opportunities and services provided by and at the Centre;
- 2.4 To enforce and implement sensitively the Centre's policies and procedures, especially in relation to behaviour in the Centre;
- 2.5 To work collaboratively with other Centre staff;

## **3. General Duties:**

- 3.1 Project Workers are central to the provision of core services and direct help to users of the Centre each day it is open. The roles of duty worker, advice worker and floor worker are shared and rotated, amongst the three Project Workers. The duty worker is the person designated to act as the focus for co-ordination and communication for both paid staff and volunteers. (S)he is responsible with the other project workers for recording necessary information in the Debrief Book and for carrying out a number of tasks which need to be performed daily.
- 3.2 Provision of Direct Help to Users of the Centre:
  - To engage and provide support to people who use the Centre and to see users on an individual basis where appropriate;

- To advise, assist and befriend users in relation to the needs they experience, typically homelessness, ill-health, misuse of alcohol and drugs, loneliness, social isolation, low self-esteem, poverty.....;
- To refer people for specialist help where it is needed and requested, whether to staff within the Centre or in other agencies;
- To act as advocate for users of the Centre in any dealings with other agencies, whilst retaining awareness of issues of confidentiality and equal opportunities;
- To make accurate case notes in line with relevant policies and to input onto the multi-agency CHAIN database where appropriate;
- To arrange and take part in trips and social activities for users;
- To accompany clients on visits where support is needed within the constraints of service schedule;

### 3.3 Daily Tasks and Duties include:

- Write up the rota, assigning relevant duties to staff etc., and all in a way which does not leave the main floor understaffed;
- Record any reported sickness or other absences;
- Pass on all necessary information to all staff who may need to know;
- Arrange for any visits to be properly dealt with, in conjunction with the service manager / deputy manager;
- Ensure that information about available services is known to users;
- Deal with any emergencies, and record incidents appropriately;
- To participate in daily briefing and debriefing sessions, and when in the duty worker role to convene such meetings in the absence of the service manager / deputy manager;
- Take responsibility for ensuring the premises are secure each day;
- Inform senior management of any matters arising they need to know;

**4. Collaborative Team Working:**

- 4.1 To liaise and co-ordinate with all other members of the staff team to ensure an optimum high quality service is provided for all;
- 4.2 To help cover the work of the team during absences, vacations or when a colleague is under pressure;
- 4.3 To make and accept referrals to and from other team members;
- 4.4 To share with other team members previous experience, skills and up-to-date knowledge relevant to service provision;
- 4.5 To participate actively in team meetings, in team away days, and other meetings as may reasonably be required;
- 4.6 To assist, supervise and support volunteers as required;

**5. Other Duties:**

- 5.1 To assist the Service Manager / Deputy Manager in providing and developing resources and information for the Centre's Advice and Referral service;
- 5.2 To meet with the Deputy Manager for supervision on a monthly basis;
- 5.3 To produce service statistics, reports and monitoring information, to meet the requirements of service funders and for the purposes of improving service quality;
- 5.4 To carry out administrative tasks relevant to the post and the Centre;
- 5.5 To work within and support the overall policies and procedures of the Centre;
- 5.6 Such other duties consistent with the general tenor of this post as may be required, consistent with the aims and responsibilities of the Centre and its work.



## PERSON SPECIFICATION

**POST:** Senior Project Worker – Employment Support Focus

**LOCATION:** Seymour Place

During the selection process we will be looking for successful candidates who can demonstrate the following competencies:

<ul style="list-style-type: none"><li>• Client focus</li><li>• Organisation and planning</li><li>• Proactivity and initiative</li><li>• Communication</li><li>• Team Work</li></ul>	<ul style="list-style-type: none"><li>• Administration and IT</li><li>• Reasoning and problem-solving</li><li>• Work with external agencies</li><li>• Coordination of projects</li></ul>
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### **Essential Personal Attributes:**

- To be committed to WLM values and Christian ethos.
- To be committed to the care of single homeless and people undergoing resettlement
- Readiness to work within a framework of anti-discriminatory practice
- Attitudes and aptitudes appropriate to the caring professions including
  - i. Ability to be an active and empathetic listener
  - ii. Ability to communicate well with people whose behaviour can sometimes be dysfunctional
  - iii. Ability to build a safe and supportive atmosphere in a group situation

### **Qualifications Sought:**

#### **Essential**

- Education to A-level or equivalent

#### **Desirable**

- Training in one of the caring disciplines

### **Skills and Experiences Sought:**

#### **Essential**

- Experience of supporting and advising unemployed homeless people or other groups of

similarly disadvantaged or disempowered people

- Experience of carrying out assessments and casework with clients
- Experience of supporting clients with unemployment issues and making suitable referrals regarding ongoing care
- Experience of supporting clients with mental health and dual diagnosis issues
- Experience of developing and leading Employment Support project work inclusive of in-house staff members and multi-agency partnership
- An understanding of effective multi-agency working regarding clients' welfare
- Ability to work collaboratively as part of a team
- Readiness to be creative and innovative
- Ability to work and take daily decisions under pressure and in stressful situations
- Ability to administer and organise work clearly and timeously
- Excellent standard of written and spoken communication
- Experience of giving accurate, detailed information to others
- Experience of keeping concise and detailed records
- High level of IT competence

**Desirable**

- Previous employment support specialism / focus with homeless groups
- Language speaking
- External representation and liaison experience