Sanctuary Carr-Gomm

BANK PROJECT WORKERS

ST LEONARDS ON SEA

£8.84 PER HOUR, HOURS AS AND WHEN REQUIRED

We are looking for individuals with passion and drive to provide support, enabling our clients with a range of complex needs to achieve their potential and live more independently within their community. Ideally, you will have experience of working with adults who have support needs and may be vulnerable due to homelessness, offending, mental health or substance misuse.

As we take a client centered approach to delivering support, we are looking for candidates who pride themselves on having excellent interpersonal skills and the ability to form positive relationships with people from varied backgrounds.

You will use these skills to work with colleagues and partner agencies to achieve the best outcome for our clients. This may include regular key working, support planning, as well as liaising with statutory and non-statutory agencies on behalf of the clients, actively encouraging choice and involvement or acting as an advocate when required.

In accordance with your core beliefs of delivering a genuinely needs led service, we will look to you to help clients maximise their income, budget, pay their rent and engage with work and training.

Previous housing related support experience is desirable. In addition you will also have the ability to learn new skills and work well as part of our committed and hard working team. Initiative will also be key to your success, as you will be required to source innovative solutions to problems that allow residents independence to be maximised.

As this is a bank position, a flexible approach to work is required as you may be asked to work evenings, weekends and sleep ins, as well as during times of absence and sickness.

To apply, please complete an online application or submit your CV and covering letter at www.sanctuary-group.co.uk. For further assistance please contact Recruitment on 0845 543 6377 and quote Ref:SCG1428.

Closing Date: 5pm on 24th February 2012
Interview Date: 20th March 2012

Building Equality and Diversity

We work closely with the Home Office in order to prevent illegal working.
An enhanced police criminal records disclosure will be necessary in the event of a successful application which we will pay for.
Sanctuary Carr-Gomm is a trading name of Sanctuary Housing Association, an exempt charity.

INVESTORS IN PEOPLE

POSITIVE ABOUT DISABLED PEOPLE

Sanctuary Carr-Gomm

ROLE PROFILE REF:	SSH5 F

Role Title	Bank Project Worker - Accomodation Based
Reporting to	Local Service Manager
Role Purpose	Ensure the delivery of a quality support service for Clients in line with policies and procedures

Key Result Areas (KRA's set out the results that must be produced if the role holder is to be successful in the role. The priority for each KRA may vary from time to time)	**Key Elements** (Key Elements are indicators of performance required to achieve KRAs. The individual elements below may not apply in every situation, nor are they a complete list).	**% Time** (Current priority for each KRA)
Support the Individual Maximise the independence of the Clients	• Ensure relevant support is provided to enable/empower Clients to maximise their own potential/ level of independence • Liaise with relevant external agencies to ensure the maximum support is delivered • Enable Clients to access and maintain a level of integration within the wider community • Ensure Clients are placed at the heart of the support provided	
Service to Clients Ensure a comfortable environment is maintained	• Oversee delivery of service to Clients that meets best practice • Assess clients needs, write and update support plans • Monitor services provided • Keep accurate records • Liaise with other staff or Clients and advocate, report and document relevant issues • Report complaints to line manager	
Provide Support Ensure the support needs of the Clients are met	• Deliver hands-on services when required in accordance with agreed support plans • Co-ordinate shift cover where appropriate • Provide a non judgemental and confidential advisory service to clients • Assist Clients in understanding the conditions of their support package	
Health & Safety Ensure health and safety requirements are met	• Promote safe practices and undertake risk assessments • Carry out effective support procedures in accordance with health and safety requirements • Report faults and hazards and inappropriate practice • Adhere to the Health and Safety at Work Act • Ensure that infection control procedures are carried out effectively	

Competencies

(Competencies are a mixture of knowledge, skills and attitude which provide a clear description in simple language of what a person needs to be able to do to carry out his or her job effectively)

Core Competencies (Core competencies apply to all roles. They are common to everyone as they represent the behaviours and personal skills required from all staff)	Level (The levels indicate the performance expected in this role)	Indicators of Expected Performance (A fuller description is contained within our Competency Framework. A copy can be obtained from a Line Manager when you start the job)
Adapt to change *React positively and with enthusiasm to change and improvement. Be willing to adapt to differing work demands and situations*	2	• Prepare for change and its effects • Plan how to implement change • Set realistic time frame for change • Help others to accept change by consulting them and explain the need for change and its benefits • Let others know what's going on • Recognise the impact upon others • Deal effectively with objections/obstacles to change
Communicate well with others *Listen to the needs of others and convey information clearly and accurately*	2	• Listen to others and ask questions to clarify points and sum up to ensure others understand • Be clear, concise, precise, use plain language • Be positive and constructive even under duress; Keep cool under pressure • Put across complex ideas simply both orally and in writing • Show sensitivity and understanding in every situation • Prepare in advance for discussion, identify key issues and develop valid responses • Achieve a constructive conclusion, even in difficult situations • Effectively use a wide range of communication tools and techniques • Ensure that any special communication needs are met • Provide reasoned, logical argument
Get the best out of self and others *Continuously strive to improve ones knowledge, skills and abilities to produce the best results. Motivate, guide and support others to develop*	2	• Agree and set clear objectives for staff and carry out regular performance development sessions • Be fair, consistent and unbiased in managing staff taking into account their differing backgrounds, skills and experiences • Be approachable, supportive and keep confidences to build working relationships based on trust • Give credit where credit is due; make others feel valued • Know how to motivate people and build teams, create enthusiasm and commitment • Recognise potential in others and encourage self development • Provide regular constructive feedback
Impress the customer *Ensure service provided consistently meets customer needs*	2	• Encourage and support staff to be client focused and creatively deal with queries/issues • Seek and monitor satisfaction levels responding appropriately • Review existing practices and procedures in customer service, to ensure they are accessible to everyone, take into account any special needs they may have • Offer a responsible service tailored to client needs • Ensure delivery of a top quality service • Make clients aware of what else they might need or may be useful • Successfully attract new customers • Deal effectively with complex and sensitive issues
Work well with others *Contribute towards working as part of a team and involve others through liaising and building trust*	1	• Know when you have the power/authority to make decisions and when to seek help • Be flexible • Share credit and responsibility • Share ideas, skills and knowledge • Work towards the common goals of the team • Be prepared to listen and support other team members and staff in the wider organisation • Understand own/others roles and impact upon each other • Be aware of own role in organisation and how it contributes to organisation strategy

Role-specific Competencies (Role-specific competencies are those Competencies which may apply specifically to the role)	Level (The levels indicate the performance expected in this role)	Indicators of Expected Performance (A fuller description is contained within our Competency Framework. A copy can be obtained from a Line Manager when you start the job)
Make decisions and implement solutions *Reach decisions to resolve problems*	1	• Make realistic, workable and timely decisions and know when need more time to make the decision • Be aware of the consequences/knock on effects of decision/problem • Accept could get it wrong • Be able to identify, describe and define the problem • Prepare to make the decision/solve the problem, seeing it through accepting full ownership • Engage in meaningful consultation and check all facts before making the decision
Plan and organise effectively *Plan, prioritise and think ahead to maximise efficiency and meet deadlines*	1	• Identify priorities and work within deadlines • Think ahead • Be realistic about the time it takes to do things • Monitor progress to keep on track towards objectives and review plans • Have a plan B • Ask for help to decide priorities when there are conflicting demands • Be aware of impending tasks and targets • Document work so others can take over in absence

Expertise in Role (Role-related knowledge, skills & experience required at selection)

(Although all these requirements must normally be met on appointment, in special circumstances a candidate may be appointed who does not meet a particular requirement. This is providing that the shortfall can be made good in a reasonable time, and the candidate brings other skills, knowledge or experience which are valuable to the role and the organisation)

Clinical/technical skills/knowledge and/or functional experience for the role:

- Minimum of 2 years experience in a support environment with relevant Clients base
- Functional Literacy, Numeracy, Communication and good written and spoken English

Relevant clinical/technical, vocational or educational qualifications for the role:

- Qualified or willing to study Level 2 Diploma minimum in relevant area
- Qualified or working towards QCF Assessor desirable

Knowledge of software packages:

- Basic knowledge of Microsoft Word or similar
- Basic knowledge of Microsoft Excel or similar

Staff management skills/experience:

- N/A

Initial Induction & Training Required

(Induction or initial training requirements including organisational and local knowledge, procedures, systems, contacts etc)

- Sanctuary Supported Housing Induction Programme undertaken
- Individual training in policies, procedures and service standards
- Establish relationships with key contacts
- Understands own role and objectives

Estimated time to complete initial induction & training 6 months

How would trained & proficient performance be displayed?

(After completion of initial induction & training and after a further period of time in the role (normally at least equal to the period of the induction and training), the role holder should be able to demonstrate the following:)

- Maintains consistent output
- Achieves expected objectives and consistently demonstrates competencies for the role
- Demonstrates an understanding of procedures/processes and applies these effectively
- Demonstrates an understanding of the role within the business objectives
- Keeps up to date with changes to work practices/initiatives and applies them
- Knows who to ask and where information/source of advice can be obtained
- Effectively handles requests/complaints within a set area of work

Significant Contacts

Significant Contacts indicate the level of responsibility for communication carried out by this role

Level	Description	Clients	%	Internal	%	External	%
1	Routine Information Exchange						
2	Agreeing and Interpreting	✓		✓		✓	
3	Leading and Influencing						

Working Environment

(Specific features of the working environment that distinguish the role from the general range of roles in the organisation)

- Scheme based throughout all units
- Shift work required
- Required to maintain a high level of confidentiality at all times
- May be required to participate in standby rota and/or to undertake sleep in duties