

BETHANY CHRISTIAN TRUST**JOB DESCRIPTION – PROJECT WORKER****Ref. B0095****1 JOB DETAILS**

Job Title	Project Worker		Line Manager	Manager	
Grade Level	3	Spine Pt Range	19 - 23	FTE Salary Range	£27,280 - £29,476
Section/Unit	Bethany House		Directorate	Crisis Intervention	
Location	12 Couper Street, Edinburgh, EH6 6HH				
Hours	37.5		FTE	1	
GOR	Required to have a genuine and active Christian faith and live church connection.				

2 JOB PURPOSE

To work as part of a team to ensure the smooth daily running of the Bethany House and to help create a safe supportive caring and empowering environment for residents. To provide a high standard of care, among others.

3 MAIN RESPONSIBILITIES

- | | Approx.
% of time |
|---|------------------------------|
| <ul style="list-style-type: none"> Managing a case-load of support clients – Assisting them in their stay by key working them, assisting them set and meet goals leading to resettlement. | 35% |
| <ul style="list-style-type: none"> Provide appropriate emotional and practical support to service users assisting in budgeting, debt management, addiction support, household routines, arranging specific specialist help, liaising with other external agencies. | 35% |
| <ul style="list-style-type: none"> Lead 12 hour shifts on a rota system (following appropriate training and experience) – responsible for co-ordination of tasks, make decisions based on joint assessments and assigning tasks | 10% |
| <ul style="list-style-type: none"> To take part in and assist service users in the general household activities including room cleaning, cooking (in absence of part time cook) | 10% |
| <ul style="list-style-type: none"> General admin duties such as answering the phone, door keeping, updating files, collecting rent and handling petty cash | 10% |

4 PLANNING AND ORGANISING

- Plan own workload in relation to key working in keeping with deadlines and targets
- Plan and schedule all key client support plan reviews with management
- Delegation of daily tasks when shift leading
- Organise House recreational activities

5 PROBLEM SOLVING

- Determining the best approach in dealing with service user/staff issues
- In discussion with team members and shift leader consider appropriate responses to complaints

- Manage a difficult workload with, at times limited resources, requiring a creative and flexible approach.

6 DECISION MAKING

- Consideration of team make-up when allocating daily tasks.
- Interviewing prospective service users, assessing their needs.
- Delivering suitable discipline in response to inappropriate service user behaviour.

7 KEY RELATIONSHIPS

- Colleagues – Develop strong, healthy and appropriate relationships with colleagues contributing to a high level of team work.
- Service Users – The post holder will cultivate a caring supportive environment, delivering a quality service.
- External Agencies – The post holder will develop relationships with referring agencies, social work, housing, community Mental Health teams, amongst others, for the benefit of service users.

8 KNOWLEDGE, SKILLS AND EXPERIENCE NEEDED FOR THE JOB

The essential qualifications and characteristics that will be required of the person undertaking the role are:

- SVQ3 in Social Care, Promoting Independence or equivalent as listed by SSSC as appropriate for a Housing Support Worker, or willingness to work towards this.
- Good general standard of education
- Experience of working with vulnerable and homeless people
- An understanding of mental health issues, addiction problems and chaotic behaviour
- Experience of maintaining accurate records and paperwork
- Experience of team working
- Excellent interpersonal skills
- Strong organisational skills
- Team leadership ability
- Ability to deal appropriately with challenging behaviour
- A commitment to working in partnership with other organisations in order to fulfil the company's aims and objectives
- Be sympathetic with and supportive of the aims of the Company as expressed in its mission and values statements
- Ability to maintain clear & accurate records
- Flexibility to respond to a changing environment
- To be able to show God's love in action as an outworking of personal Christian faith to all stakeholders

9 DIMENSIONS

- As shift leader the post holder has project workers and assistant project workers as direct reports.
- Post holder will have considerable dealings with service users, external agencies and also stakeholders across the Organisation.
- The post holder will work closely with and report to the duty manager / line manager, Bethany House.

10 JOB CONTEXT AND ANY OTHER RELEVANT INFORMATION

The post-holder is required to participate in and occasionally lead Christian worship in a work setting and respond to questions about the Christian faith from personal experience, in order to contextualise Bethany's Vision of working with vulnerable people as an expression of Christian love in action.

QUALITIES AND ATTITUDES

- Customer focused with tenacity and drive
- Flexibility and openness to change
- Credible and professional team worker

- **Culture** - Our standard is LOVE
- We SERVE others before ourselves
- We VALUE each person

The post holder will be expected to promote a common understanding of what the organisation's values mean, and critical to success, consistently model the values in all activities and relationships.

11 CREATION AND REVISION

Created	
For Review	
Reviewed	28 th September 2021