

Project Worker	
Report to:	Service Delivery / Lead Service Delivery / Operations Manager/ Lead Project Worker
Service Area	Care and Support
Direct Reports:	N/A
Indirect Reports:	N/A
Why	<p>Role Summary:</p> <p>You will provide excellent person centred support (and care) to our customers: supporting them to meet their own goals and aspirations; manage their needs with our support, promoting wellbeing and sustainable independence</p> <p>You will actively work with and support your managers and team colleagues to ensure that all aspects of service delivery meet excellent standards in terms of quality and outcomes. Within an accommodation based environment, you will also be responsible for delivering an excellent housing management service</p>
What	<p>Principle Accountabilities</p> <p>Customer care and support</p> <ul style="list-style-type: none"> • Adopt our holistic approach to support and care, which ensures processes (from service access to service end) are customer led and outcome focused: • Support customers to assess their needs, understand and manage their risks, capture their goals and monitor progress towards them, and keep the support plan up to date in our case management system. • support customers to overcome obstacles preventing them from engaging with their chosen pursuits, education and/or employment • Work effectively with families, social and/or professional networks to get the most out of all those invested in a customer's welfare and safety • Actively listen to and promote each customer's own views; • Ensure customer meetings are arranged at times and places the suit the customer • wherever possible and appropriate <p>• In CQC services:</p> <ul style="list-style-type: none"> • Provide appropriate customer centred care with dignity and respect; working to all Genesis and CQC regulations and standards; may include providing intimate or personal care, administering medication etc.. <p>Housing Management</p> <ul style="list-style-type: none"> • Support customers to fulfil tenancy and other housing obligations; ensure they fully understand their rights and obligations as set out in tenure agreements, handbook and local house rules • Ensure customers are able to maximise their income through work or appropriate benefit entitlements

	<p>Actively promote good, two-way, neighbour and community relationships the impact on others and prevent its escalation.</p> <ul style="list-style-type: none"> • Undertake appropriate duties, such as reporting repairs, holding residents meetings and advocating for customers' to ensure they enjoy a safe, homely communal space and environment <p>Service delivery</p> <ul style="list-style-type: none"> • Plan your time to be efficient and productive; maximise customer facing time; use workplace tools and systems effectively, including all relevant IT systems • Participate in rotas that ensure customers have access to support when they need and want it, and are appropriate levels of staff cover at your service • Manage service risk by working with your manager and team to share information, report concerns and develop effective risk mitigation plans; support colleagues and managers to respond appropriately to emergencies • Contribute to a positive and continuously improving work environment: recognise customers as drivers of quality and performance; • Communicate effectively with customers, their families, carers, colleagues and other stakeholders to provide a holistic and highquality service • Contribute to a safe working environment by being diligently carrying out any health and safety duties as required by your line manager, in line with Notting Hill Genesis policies, procedures and best practice; • Respond to complaints or concerns effectively; resolve those you can, escalate issues appropriately and keeping those affected informed. • Undertake other reasonable duties as required by your line manager • Support customers to make positive moves to new homes where appropriate. • Address anti-social behaviour incidents and concerns; respond appropriately to minimise 	
<p>Who</p>	<p>Essential Skills/Abilities</p> <p>Experience</p> <ul style="list-style-type: none"> • Providing a customer-focused service • Working effectively within a team • Using own initiative to solve problems <p>Knowledge</p> <ul style="list-style-type: none"> • Some understanding of and a genuine interest in the particular needs of the customer group served <p>Skills</p> <ul style="list-style-type: none"> • Strong interpersonal skills; friendly, 	<p>Desirable Skills/Abilities</p> <p>Experience</p> <ul style="list-style-type: none"> • Providing care/support to customers with needs similar to those within the post's remit, in a social housing or social care environment • Experience of working alongside multiple teams or agencies <p>Knowledge</p> <ul style="list-style-type: none"> • Good working knowledge of the service's customer group(s) • Understanding and applying relevant policy, best practice and legislation, <p>Skills</p> <ul style="list-style-type: none"> • Using mediation to manage conflict

	<p>approachable, professional</p> <ul style="list-style-type: none"> • Developing and maintaining trusting professional relationships with colleagues, customers and their families • Practiced and effective IT Skills, Clear, concise and accurate written and verbal communication skills; • Able to maintain sensitive information appropriately • Able to apply relevant legislation, policy and best practice • Able and willing to undertake training and development <p>Qualifications</p> <ul style="list-style-type: none"> • Numeracy and literacy skills equivalent to Level 2 qualifications 	<ul style="list-style-type: none"> • Facilitating customer engagement and supporting responses to feedback • Competent use with relevant IT systems (Inform, Northgate or similar) <p>Qualifications</p> <ul style="list-style-type: none"> • Social care or similar qualification/ accreditation relevant to the customer group
<p>Who</p>	<p>These are the core values we expect every employee to have</p> <ul style="list-style-type: none"> • Commitment to modelling the Genesis values at all times • Commitment to the principles of equality, diversity and inclusion, treating everyone with respect in a non-discriminatory manner • Commitment to the belief that people can be supported to develop and achieve their goals <p>Core values relevant to this role</p> <ul style="list-style-type: none"> • Be person-centred in all your engagement with customers; • Behave with dignity, empathy and sensitivity at all times, and in particular enable customers to express their cultural, religious, community or other self-identifying beliefs and interests 	
<p>Spans of Control</p>	<p>Key Performance Indicators:</p> <ul style="list-style-type: none"> •Customer outcomes •Timeliness and quality of Support recording on Inform •Customer rent collection and arrears levels <p>Environment:(Location, travel, etc)</p> <p>Where required, participate in the local out of hours on call rota, working evenings and weekends Reasonable travel (for meetings, training etc.) in accordance with business requirements</p>	

	Scope	<ul style="list-style-type: none"> • Financial dimension to the role e.g budget how much. Delegated authority level • Does the role manage through people e.g project manager • Managers over cross functions or sites • Stakeholder relationships
National Frame work in which we work	Safeguarding Responsibilities	<p>Genesis is committed to safeguarding and promoting the welfare of all adult customers and as well as the children staff may come into contact with whilst performing their work duties. Genesis expects all staff and volunteers to share this commitment</p> <p>Safeguard customers from harm and abuse, in line with Genesis policies and practices and within local and statutory frameworks</p>
	DBS Requirement	Enhanced
	Information Security	<p>Genesis is committed to maintaining the highest levels of information security across its business. Genesis expects all staff and volunteers to share this commitment and to diligently implement information security, confidentiality and data protection policies and procedures at all times.</p>
Position	Date Reviewed	<p>September 2017</p> <p>Note: as role profiles are subject to consultation pending the completion of the Operations review there may be minor changes to all role profiles. We will consult with affected colleagues if we wish to make any substantive changes</p>