

wintercomfort

for the homeless

Job title	Centre Project Worker (Locum)
Salary	£10 per hour
Responsible to	Services Manager

Role Summary

As a member of Wintercomfort's Project Worker Team, reporting to the Services Manager the Volunteer Co-ordinator is responsible for developing and delivering Wintercomfort's range of welfare services and social, learning, and work opportunities aimed at supporting individuals out of the spiral of homelessness and back into mainstream society.

Purpose of the job

To welcome new clients to The Centre, carry out an assessment of their needs and skills, signpost clients to specialist services as required and advise them of learning and development opportunities at The Centre and in the community. The post holder will support delivery of a programme of activities, courses and environments designed to enable homeless and formerly homeless people

Key Responsibilities

To improve levels of self esteem and motivation through participation in activity, employment, training, education, leisure and volunteering.
To develop their basic, social and employment related skills through activity, employment, training, education, leisure and volunteering.
To encourage clients to act as mentors for each other.
To support access to activity within the community creating opportunities for engagement with mainstream providers and local communities.
The post holder will support delivery of both a welfare service between 8.30 – 10.00am (to include access to breakfast, laundry & washing facilities) and the learning and development service between 10.00 – 14:00

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Specific tasks

Support and assist clients to draw up a detailed personal action plan for skills development.
To research and identify funding streams to support current service delivery and development of Wintercomfort's activity programme.
Encourage and enable clients to access further education and skills, training opportunities, including both full-time and part-time courses and evening classes as well as other learning and development projects.
Encourage individual service users to act as mentors for their peers.
Review service user progress with them on at least a quarterly basis in relation to their action plan.
Keep records as required.
To maintain an individual file on all allocated clients, including the action plan, and ensure that all activity sessions and other interventions and outcomes are recorded.
To maintain a safe and welcoming environment in The Centre and, as a member of the staff team, to deal with any breaches of policy or of the code of conduct.
To support both clients and other people from the local community who volunteer at Wintercomfort.
To provide sport and recreational activities for the service users of Wintercomfort.

Other duties

To work as part of the Wintercomfort staff team and to represent the organisation in multi-agency meetings and other external events as required.
To work within the organisation's agreed policies and procedures at all times
To keep fully informed of current homelessness issues and trends and respond accordingly
To deal with any administrative tasks, such as telephone/answer phone messages, record keeping, filing in a organised and tidy manner
To undertake any practical service delivery tasks as and when required
To be prepared to undertake tasks usually assigned to other staff (paid or volunteer) in their absence
To provide additional help to reception, kitchen and volunteer staff as and when required
To carry out any other duties which may, from time to time, be required

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Person specification

Description	Essential or Desirable
Previous experience of one-to-one &/or group work that effectively engages individuals with opportunities for self-development	E
An understanding of substance misuse, mental health and issues associated with social exclusion	E
Knowledge of local community based education, volunteering and informal learning opportunities.	E
Strong verbal and written communication skills	E
Strong co-ordination and organisational skills	E
A constructive, flexible and positive approach towards working with vulnerable excluded people	E
Willingness and ability to work flexible hours	E
A sound understanding of risk assessment/management	E
A knowledge of Cambridge and its services for homeless and vulnerable people	D
Experience working with those that have experience of homelessness.	D
A sound understanding of health and safety regulations	D
Understanding of Key Performance Indicators	D

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Terms and Conditions

Location	Overstream House or at other locations within Cambridge
Working pattern	Casual worker mostly on Saturdays and/or Sundays
Hours of work	Saturdays and/or Sundays 08.00 – 14.30
Length of appointment	Permanent
Probation period	6 months
Annual leave	25 days (pro-rata for part time posts)
Pension eligibility	Yes

Screening Check Requirements

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it. We will ask to see original paperwork confirming your right to work in the UK.

This role requires a basic an enhanced Disclosure and Barring Service (DBS) check. Any offer of employment we make to you will be conditional upon the satisfactory completion of this check; whether an outcome is satisfactory will be determined by Wintercomfort for the homeless.

General Information

Wintercomfort works with people who are homeless, at risk of homelessness or with a history of homelessness. We provide services to aid every stage of recovery - from immediate basic welfare needs to long term help in identifying and dealing with the problems which are undermining their stability, and enabling them to engage with education, employment and specialist health services. National statistics rank the numbers of rough sleepers in Cambridge within the highest 20 UK local authorities. In 2017/18 we helped 742 people, making over 18,000 visits to our centre.

For further information about us please visit www.wintercomfort.org.uk

What can Wintercomfort offer?

One of our core values at Wintercomfort is to recognise and reward our staff as our greatest asset. We realise that it's our people who have helped us to become a well-respected charity that helps to make a positive change to homeless people's lives. We want to continue to deliver excellent, relevant services for the homeless in Cambridge by attracting and retaining talented and motivated people. If you choose to come and work with us, you will find that we offer:

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- **Benefits** – You will be eligible for benefits and services, including pension scheme, death in service benefit and tax-efficient bicycle lease and childcare vouchers.
- **A supported work environment** - You will receive a comprehensive induction and you will have a probation period to provide a supportive framework for reviewing your progress and discussing your training and development needs. You will be expected to have developed the skills to fulfil all role requirements within this period. Appropriate performance expectations and objectives will be discussed, agreed and reviewed regularly with your Line Manager so that your performance can be measured against these.
- **Training**- We recognise the importance of having a motivated and effective staff team. We offer on-going training to support you in your role.

Equality of Opportunity at Wintercomfort

We are committed to a proactive approach to equality, which includes supporting and encouraging all underrepresented groups, promoting an inclusive culture and valuing diversity. We make selection decisions based on personal merit and an objective assessment against the criteria required for the post. We do not treat job applicants or members of staff less favourably than one another on the grounds of sex (including gender reassignment), marital or parental status, race, ethnic or national origin, colour, disability (including HIV status), sexual orientation, religion, age or socio-economic factors.

Job Description Review

From time to time, this job description will be reviewed in line with the requirements of the work and organisational development. The post holder will have full opportunity to discuss this and be active in any changes and developments.

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