**JOB DESCRIPTION – Project Worker 11**

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| **Job title** | Project Worker | |
| **Sector/Function** | Mental Health Operations | |
| **Department** | Sanctuary Cafe | |
| **Reports to** | Service Manager | |
| **Grade** | 3 | |
|  | Fixed term contract maternity cover | |
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| **Job purpose** | To support the service manager and team leader to deliver a high quality person centred service in line with the Business Plan. To support and guide a small team and work as part of the team in delivering the service. To support the line manager to meet the requirements of the service specification and prepare for all internal and external service monitoring and audits.  The Sanctuary Cafés will be working closely with individuals who are experiencing a mental health crisis/perceived crisis and/or episodes of psychological/emotional distress. The service will provide four drop ins per week over 2 locations – Nottingham City Centre and Beeston. The operating hours will be 6pm-12pm over weekdays and weekend. | |
| **Key accountabilities** | **First line supervision**  To provide support and guidance to the team by:-   * Allocating work to team members * Overseeing the completion of tasks in a timely and effective manner * Ensuring that required quality standards are met * Encouraging a participative style and an environment of continuous improvement * Coaching team members in the proper way to undertake the tasks * Undertaking return to work interviews after absence, liaising with the Service Manager/Team Leader regarding areas of concern * Inducting new employees and liaise with Service Manager/Team Leader regarding probationary period reviews * Under guidance undertaking requirements of the performance management system, liaising with the Manager regarding the level of performance and competency of team members | |
|  | **Health and Safety**  **To ensure a safe working environment for self and the team by:-**   * Ensuring a good standard of general hygiene and infection control within the team’s environment * Ensuring all H&S concerns are appropriately reported and action taken in a timely manner * Accessing Vaccinations, eye sight tests, work place assessments as appropriate * Ensuring H&S policies and procedures are complied with * Following the formal reporting process for serious untoward incidents and accidents * Ensuring all risk assessments are completed when appropriate | |
| **Quality**  To ensure quality standards are maintained by:-   * Monitoring team’s performance to ensure it meets expectations and agreed performance criteria * Reporting variances to expected team performance to the line manager * Participating and utilising management information and data collection systems as appropriate * Participating in the continuous improvement of the service | |
| **Own Development**  To continuously review own performance and development needs to assist growth and development by:-   * Participating in open two-way dialogue during Performance Management meetings agreeing own task and development objectives and reviewing these and overall performance against the competency framework. * Participating in training and other development opportunities as agreed within the Performance Management process. | |
| **Compliance**  To ensure compliance with internal and external standards and codes of conduct by-   * Meeting all regulatory requirements * Complying with Turning Point’s Code of Conduct, policies and procedures | |
| **Miscellaneous** | To undertake any other duties reasonably requested by the line manager | |
| **Performance** | **Service Performance Specific Key Activities/Decision Areas** | |
| **Service Users** | To proactively deliver a high quality/person centred service provision that meets the needs of the service users by:-   * Promoting peoples’ rights and responsibilities * Working as an effective member of the team * Providing advice and information to Service Users, their families and friends and professionals regarding their support. * Developing, in consultation with Service Users, flexible and realistic support packages/person centred plans within agreed guidelines or service models * Ensuring that a collaborative approach is used, effectively communicating external professional groups e.g. GPs, Social Services, etc. and to work as an effective member of any multi-disciplinary team * Ensuring record keeping is maintained to the required standard at all times and contributing to service monitoring requirements * Undertaking responsibility for risk and needs assessment and the formation and implementation of management plans * Agreeing and formulating individual action plans | |
| **Service** | To assist the Service Manager/Team Leader in the implementation, development and delivery of the service by:-.   * Deputising for the Service Manager/Team Leader if required * Assisting in the development and implementation of Service record keeping, procedures and policies * Attending relevant internal and external meetings as requested. * Ensuring that all joint working Policies and Procedures are adhered. | |
| **Service Development** | **To work collaboratively to develop the service by:-**   * Developing and co-ordinating professional links with other statutory and voluntary service providers, ensuring a corporate approach is adopted. * Assisting in establishing formal communication / support / education structures for statutory and voluntary service providers throughout the Local area. * Ensuring the service and the wider organisation of Turning Point is represented in a professional manner at all times. * Proactively contributing to continuously improving the service by making positive suggestions, providing constructive feedback and assisting in the implementation of agreed new ways of working. * Ensuring day to day delivery of service provision embeds and extends Turning Point’s person centred approach. * Meeting agreed performance targets and outcomes | |
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| **Dimensions** | Direct reports | 2 |
| Internal contacts | * Team members (Service Manager, Crisis and Recovery Workers, Peer Support Workers, Volunteers) * Senior Operations Manager/ Regional Operations Manager/Central departments |
| External contacts | * Service users * Carers (e.g. family members) * Commissioners * Agencies/partners including statutory services * General public * Local businesses/ community |
| Financial authority | Financial   * Maintaining accurate financial records, e.g. petty cash, volunteer expenses as appropriate. |

**PERSON SPECIFICATION**

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| **Job title** | **Project Worker** | |
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| **Personal effectiveness** | Essential | Desirable |
| **Technical / Professional Skills, Expertise and Qualifications**   * Collaborative team working skills * Experience in supervising a small team where appropriate to the role * Able to deliver a range of services/treatments/interventions in a person centred, non-judgemental manner. * Able to demonstrate flexibility and creativity when developing support packages * Experience in managing a caseload of service users with complex needs * Adaptable and able to work in a challenging and changeable environment   Able to demonstrate a good knowledge and value base in mental health and related fields |  |
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| **Technical effectiveness** | Essential | Desirable |
| Proven verbal and written communication skills with the ability to tailor the message to the audience  Proficient use of IT systems |  |
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| **Acquired experience & qualifications** | Essential | Desirable |
| Good Level of Education | Foundation Degree |