



ROLE PROFILE

JOB TITLE:	RELIEF WORKER
REPORTING TO:	PROJECT MANAGER
SALARY SCALE:	£10.02 PER HOUR

PURPOSE OF THE WORK

Reporting to the Project Manager, you will work as part of a team providing a safe, secure, supported accommodation unit for homeless people.

You will be expected to provide a quality service compatible to the assessed needs of each individual. Service user assessments are made by Project Workers and, while the Association expects Relief Workers to provide a quality service to service users, it is not the role of a Relief Worker to make the assessment.

The offer of shifts may involve anti-social hours and lone working.

The purpose of the Relief Worker role is to cover shifts at short notice. The work is ad hoc and there is no obligation to accept shifts; likewise, the Association is not obliged to offer you shifts. Relief Workers generally undertake shifts to cover for annual leave and sickness absence of employees.

OUR VALUES

Our values are at the core of everything we do. They influence our strategy, our vision and the behaviours that we expect of our staff. They are:

- Being people focused;
- Integrity;
- Quality;
- Going the extra mile.



MAIN DUTIES AND RESPONSIBILITIES

- 1 To assist the Project Manager in providing a quality service to service users within the project;
- 2 To ensure that minimum standards of health, safety and hygiene are both established and maintained in all communal areas, both internal and external to the building. This includes the monitoring of regular cleaning duties (upkeep of service user accommodation) and maintenance of grounds;
- 3 To clean vacant rooms/flats promptly to ready them for new service users;
- 4 To maintain appropriate recording procedures for all issues relating to the operation of the service, including financial transactions, incident reports and building repairs;
- 5 To consult, where applicable, with service users on possible developments and/ or changes in service delivery, operate systems and structures that promote models of good practice and encourage service user comment;
- 6 To ensure all service users are aware of their rights and responsibilities in being accommodated in the project;
- 7 To provide a contact point in the event of night-time emergencies, reporting to the Project Manager;
- 8 To liaise with the project team and any other professionals and agencies involved in provision of a support function to the service users;
- 9 To provide assistance with the service users' general financial management, including the registering of all benefit applications both personal and housing related;
- 10 To be responsible for the weekly collection of service user contributions to rental costs, including amenity charge;
- 11 To undertake regular inspections of the building, which contributes to the co-ordination of cyclical and remedial repairs. This will result in the undertaking of minor repairs and/or appropriate redecoration, where appropriate, or giving access to and supervising the work of trades' people as required;
- 12 To supervise service users' behaviour' as part of the process of maintaining the safety and security of the accommodation and preventing damage to the property;
- 13 To ensure that the building security, particularly at night-time, is effectively managed through personal observation, general awareness and routine checks;



- 14 To undertake any other reasonable duties as delegated by the Project Manager.

Please note that Relief Workers are not expected to deliver key work or formulate care plans



PERSON SPECIFICATION – RELIEF WORKER		
	Essential	Desirable
Qualifications/ Education		<ul style="list-style-type: none"> • HNC or SVQ 3 in Social Care; • Experience of working with homeless people and/or addiction issues
Knowledge	<ul style="list-style-type: none"> • homelessness and its effects and the levels of vulnerability of the client group; • an awareness of drug and alcohol issues. 	
Experience	<ul style="list-style-type: none"> • working with vulnerable people and challenging behaviour. 	
Skills / Abilities	<ul style="list-style-type: none"> • computer literacy; • effective verbal and written communications skills; • ability to solve problems and use your initiative; • appropriate assertiveness and the ability to work under pressure; • ability to develop and sustain positive and appropriate working relationships. 	
Personal Qualities	<ul style="list-style-type: none"> • personal values that are consistent with social care; • flexibility, adaptability, reliability, patience, resilience, tolerance and calmness. 	

