

Job Title	Relief Project Workers		
Team	Move-on-Housing North Team Horsham & Mid Sussex Outreach Roffey Place	Reports to	Move on Housing North Manager Rough Sleeper Team Manager Homelessness Services Manager
Department	Relief	Location	North of the County (West Sussex)
Direct Reportees	Y/N If yes number:	Flexibility for home working	Y/N
Budget responsibilities	Y/N		

Key Responsibilities

Daily Tasks (can vary depending on service)

- Manage the immediate support needs of clients where needed, providing crisis intervention if necessary
- Support all colleagues in diffusing difficult and/or dangerous situations and seek outside assistance if necessary
- Be able to challenge in an assertive, yet sympathetic way, disruptive and/or unacceptable behaviour, doing so in a manner that balances the needs of the individual alongside the safety of the service
- Preparation and serving of food and refreshments in accordance with policies and procedures or as directed by the Manager
- Manage the risk and support clients undergoing managed withdrawal from alcohol
- Carry out urine and breathalysing tests
- Supervise clients taking medication

Case Work with clients

- Provide informal key working using brief interventions and motivation-based support
- To update Turning Tides' client database with all relevant information
- To support and encourage clients to maintain a clean and safe physical environment and offer advice where needed

Housing management and further administrative duties

- Ensure the safety and security of the building and clients
- Address anti-social behaviour incidents and concerns; respond appropriately to minimise the impact on others and prevent its escalation
- Maintain accurate daily records of petty cash, service charges and other financial matters as required

- Maintain a good standard of record keeping including all financial and administrative systems up-to-date and in line with Turning Tides' policy
- Conduct regular building and health and safety inspections and tests, keeping accurate records and following up on issues promptly
- Be responsive to maintenance problems reported or observed following up on issues in line with Turning Tides' policies and procedures
- Perform other such duties as may be required to ensure the smooth running of the projects

Compliance with Organisational policies and regulatory requirements

- Abide by Turning Tides' policies and procedures and regulatory requirements at all times and in particular:
 - Health and Safety
 - Adult and Child Safeguarding, Professional Boundaries
 - Confidentiality and Data Protection Act
- Ensure all service policies and procedures are regularly reviewed and well embedded.
- Play an active part in the development and implementation of organisational wide policies and procedures.

Equality and Diversity

- Promote and embed a proactive approach to equality and diversity – by example and approach.
- Undertake equalities impact assessments and reviews.

General

- Maintain personal development including participation in supervision and training.
- Undertake any other duties as may be required from time to time commensurate with your status and capabilities.
- Maintain at all times the ethos of Turning Tides.

Specification

Candidates will be assessed based on the following criteria.

Knowledge and Experience

Criteria
Basic Knowledge of alcohol, drugs and issues around addiction and relapse management
Basic knowledge of mental health, personality disorders and dual diagnosis
Basic knowledge of Health and Safety, Safeguarding and Confidentiality

Skills and abilities

Criteria
Able to manage stressful situations using assertiveness and de-escalation techniques
Ability to communicate with a wide range of people using excellent active listening skills to form healthy and constructive relationships
Commitment to and good understanding of equality and diversity

Specific Job Requirements

Criteria
Due to locations, a full, clean driving license would be an advantage