



Project Worker (H.O.M.E.) Gloucester Royal Hospital, Cheltenham General Hospital, and Community based hospitals.

Hours: 37 hours per week

Part of the: Support Services Department

Responsible to: Assistant Team Leader

Purpose

To deliver our homeless patients hospital discharge service at Gloucester and Cheltenham hospitals. You will be an ambassador for Elim, leading by example to represent our values, vision, and aspirations in delivering services, and provide services that contribute to Elim's Business plan, ensuring such services are delivered in line with our Psychologically Informed Framework and practice. You will ensure all services are delivered using the Elim CARES values.

Responsibilities: A Project Worker will

- ✓ Work onsite with in hospital setting in Gloucester and Cheltenham areas.
- ✓ Support the Assistant Team Leader to lead the multi - agency working with the Local Authority, and all other relevant external agencies required to reduce repeat homelessness and improve outcomes for patients.
- ✓ Support the Assistant Team Leader to monitor the quality of support delivered by your team, via the use of outcome tools and systems, reviewing impact and ensuring a psychologically informed approach underpins support work.
- ✓ Support the Assistant Team Leader to manage budgets and service contracts and contribute to the annual budget setting process. Providing a cost-effective service.
- ✓ Use IT effectively to capture and enhance the delivery of front - line services and aid effective reporting of outcomes internally and externally to commissioners.
- ✓ Support the Assistant Team Leader to ensure data is collected by the team and produce monthly and quarterly reports for the South Gloucestershire Council in line with contractual requirements.
- ✓ Communicate and consult with residents, staff, and stakeholders clearly, and with transparency.
- ✓ Achieve individual and team KPI's and contribute to departmental KPIs. Work in accordance with all relevant policies and procedures.

- ✓ Work with the Assistant Team Leader to model and embed the culture of continuous improvement within your services.
- ✓ Be responsible for attending and completing mandatory and other required training, development, and online courses.
- ✓ Work across services as and when required to ensure the delivery of the wider support service is maintained.
- ✓ Positively work with change and contribute to the development of services as and when required.
- ✓ Contribute to and participate in the appraisal and performance management process.

Qualifications and Experience: In this role a Project Worker will need the following:

- ✓ Understanding and skills which are compatible with delivering a hospital discharge service for homeless patients using a person centred and strength based approach.
- ✓ Knowledge of support services delivery and understanding of delivering services within a Psychologically Informed environment.
- ✓ Up to date knowledge of Safeguarding and Protection from Abuse strategies as they relate to children, young people, and adults, with the ability to identify risk and communicate alerts effectively.
- ✓ Working to promote equality, diversity and inclusion within the workplace and service delivery.
- ✓ Understanding of the causes of homelessness and social exclusion for patients
- ✓ Experience and understanding of the issues homeless people face.
- ✓ Knowledge of benefits system and multi-agency working.
- ✓ Excellent level of IT literacy, operate case management systems and ability to carry out own administrative workload.
- ✓ Experience of monitoring and reporting on service performance, identifying trends, and proactively steering teams to celebrate success and address gaps in performance.
- ✓ Experience of proactive risk management and contingency planning.
- ✓ Experience of delivering services in line with quality assurance, health and safety compliance, and Data Protection (2018) legislation and frameworks.
- ✓ A full driving license and access to your own vehicle.



It \ Values:

- Elim's customers include families and single people living in our properties for rent, young people undertaking apprenticeships or training, clients within our support services and people buying houses that we have developed, among others. We have the same aim for all these relationships: to ensure that the housing and services Elim provide serve as a platform for growth, facilitating all our customers to achieve their aspirations. In this way, we make our homes truly life changing by ensuring that our service has a positive impact long after a person has left Elim accommodation.

Elim **CARES** Values were created in partnership with our customers, staff, Board and other stakeholders, and they represent our commitment to how we deliver our services and work together successfully.

A Project Worker

Skills and Abilities: In this role a Project Worker will need the following:

- ✓ Ability to deliver excellent customer service and set a clear agenda.
- ✓ Ability to support the Team Leader to be part of a strong, cohesive, and effective team.
- ✓ A positive approach and commitment to staff and resident consultation, engagement, and involvement.
- ✓ Self-motivation and tenacity, with the ability to work under pressure at times, manage competing priorities and organise workload effectively.
- ✓ Ability to be proactive and seek creative solutions to operational problems and provide learning and development opportunities for others.
- ✓ Ability to meet achievable performance objectives, keep targets on day to day agenda and review performance regularly
- ✓ Takes responsibility for the work and decision making of self and of the team and ensures deadlines, targets and KPIs are met.
- ✓ Highly effective communication skills that allow for effective and clear communication with colleagues and partners at all levels, patients, and all service stakeholders.
- ✓ Ability to write concise, structured, and factual reports.
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It would be great if you could also:

- ✓ Apply existing knowledge to contribute to bid applications and participate in commissioning processes.
- ✓ Train the Trainer skills.

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A Project Worker lives by the Elim CAREs values:



GENEROUS ANNUAL LEAVE ENTITLEMENT

Employees receive 25 days paid annual leave, rising by 1 day for each complete year of service to a maximum of 30 days.



FLEXIBLE WORKING

We do all we can to encourage a healthy work-life balance.



LEARNING AND DEVELOPMENT

We believe in developing our staff and investing in your learning and training.



MILEAGE EXPENSES

We pay mileage expenses at a rate of 45p per mile.



PENSION AND LIFE ASSURANCE

We are a member of the Social Housing Pension Scheme



HEALTHSHIELD BENEFITS

Benefits available include: Employee assistance programme, healthcare cashback and shopping discounts