

NOVAS JOB DESCRIPTION

Project Worker -

The main objective of the role is act in a professional, compassionate and trauma informed manner at all times, and to work alongside colleagues to ensure the safe and efficient running of the service in accordance with the policies and procedures of Novas. There may be specific duties appropriate to a particular project – you will be advised of these in writing and at interview stage.

This job description is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned.

Reporting to: Manager/Deputy Manager

Duties – The role will include the following non-exhaustive key duties:

Client Centred Care and Support

- To treat all clients with dignity and respect, and to respect and promote their rights and diversity
- To support clients and contribute to daily service provision for people experiencing homelessness
- To establish and maintain a welcoming, safe, non-judgemental and trauma-informed environment where the voices of those using Novas services are heard and supported
- To deal with challenging situations in a sensitive and professional manner, in line with the organisations policies and procedures and ethics or trauma-informed practice
- To advocate for clients and ensure they are consulted and involved in all aspects of service provision to the greatest practical extent
- To facilitate regular client meetings where the voices of residents are heard and recorded
- To listen and log client complaints, work to resolve them with colleagues and management, and contribute to their prevention as part of the staff team

Effective Care and Support

- To ensure the operations of the project run smoothly and in accordance with the policies and procedures of Novas
- To understand the nature of homelessness and the complex interplay between trauma, addiction and physical and psychological wellbeing
- To welcome new clients to the service, assess and identify needs, and design a support plan in a timely manner
- To manage and coordinate the support plans of assigned key-clients and take responsibility for the administration of the client's file
- To assist clients with health, hygiene, safety and general welfare, including assistance with personal hygiene where required