

Role Specification

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| Position: | Project Worker - Housing |
| Reports to: | Centre Manager |
| Key Relationships: | Directors, Management & Operational Staff Local Authority SEN team, Jobcentre Plus, Torbay Council, Housing Associations, Partner Agencies, Schools, Colleges, Employers and parents /carers |
| Annual Leave: | 28 days inclusive of statutory bank holidays |
| Place of Work: | based at Torquay – also working in Paignton, Totnes & Newton Abbot <i>(Must be capable of travelling for business related purposes)</i> |
| Contract: | Part Time 22.5 hours p.w. <i>(Fixed term to 31st March 2021)</i> |
| Salary Band: | £19,500 - £22,500 |

This role is subject to an enhanced DBS check.

Overview:

The following role is for a member of staff who will be working for Eat That Frog CIC to support people to obtain and retain housing. This role will operate flexibly in meeting the needs of the business and our customers. The role could mean working on assignments that will change from day to day for example:

- Working individually with unemployed or economically inactive people to provide support with housing applications, tenancy skills, budgeting and independent living, with practical solutions to keep people housed.
- Work with unemployed or economically inactive people in small teams or individually to identify and address barriers and develop a range of employability and life skills such as confidence, emotional resilience, communication, planning, organisation and personal presentation.
- Completing administration and financial recording relating to Eat That Frog's delivery of the project in an accurate and timely fashion.

Key Objectives:

| Objective | Measured by |
|---|--|
| • Ensure high quality, customer-focused service | <i>Service feedback, observation</i> |
| • Build learner confidence and self esteem | <i>RARPA, distance travelled</i> |
| • Develop opportunities for learners to gain experience | <i>Work experience, trips, visits and community projects</i> |
| • Demonstrate benefits of the service | <i>Case Studies</i> |
| • Enable learners to achieve outcomes | <i>Achievement, destination data, Outcomes</i> |
| • Demonstrate high quality work | <i>Audit, Accuracy, timeliness</i> |
| • Demonstrate positive interpersonal relationships | <i>Behaviours, feedback</i> |
| • Ensure a safe and healthy environment | <i>Risk assessment, Safeguarding/Prevent records</i> |

Responsibilities:

- ✓ Ensure current and accurate information is maintained for all project participants, meeting company, contract, legal and requirements (ensuring data is held in accordance with GDPR regulations and can fulfil data access requests)
- ✓ Provide effective support around issues of housing and tenancy
- ✓ Facilitate access to relevant training, volunteering and work experience opportunities for participants with the aim of providing social justice and employability outcomes
- ✓ Act as a positive role model for project participants
- ✓ Participate in project evaluation activities and support the production of reports for management as requested
- ✓ Support the creation/implementation of forms and systems for data collection
- ✓ Input data to information systems and prepare reports as required, including participant, staff and partner records ensuring compliance with contracts, audit, Ofsted, Matrix and information commissioner registration.
- ✓ Record feedback and evaluation surveys of project participants, staff and stakeholders.
- ✓ Provide accurate/auditable and timely information to produce claims and invoices as appropriate for the project
- ✓ Maintain project petty cash systems and financial controls in line with contract and company financial regulations
- ✓ Attendance at meetings, and compilation of minutes as required
- ✓ Support the Health & Safety Officer in the identification of potential health & safety risks to ensure that they are rectified appropriately and efficiently
- ✓ Ensure participants are acting in a safe and responsible manner at all times and not causing harm to local people/organizations or their property
- ✓ Demonstrate a positive commitment to the maintenance of a culture of continuous quality improvement and innovation
- ✓ Use ICT as designated appropriate to the nature of the role
- ✓ Any other duties which may reasonably be required within the scope and level of the post

General

- ✓ Assist with gaining and maintaining quality standards (e.g. IIP and MATRIX) within ETFG
- ✓ Comply with all Company Policies and legal requirements
- ✓ Assist with gaining and maintaining the IIP, MATRIX and other standards within ETFG
- ✓ Comply with all Company Policies and legal requirements with special reference to Health and Safety; Data Protection, Safeguarding and the promotion of Equal Opportunities at all times
- ✓ Travel as required for business to support other ETFG establishments to meet other business needs.
- ✓ Maintain and promote your workplace as a clean and healthy environment
- ✓ Undertake any other duties required by senior management.
- ✓ Promote a positive image of ETFG as a professional organisation.

Safeguarding: ETF is committed to safeguarding and promoting the welfare of learners, including children and young people, and expects all staff and volunteers to share this commitment.

| Person Specification | Essential | Desirable |
|--|-----------|-----------|
| Qualifications | | |
| Assessors Award or equivalent | | ✓ |
| Vocational Subject at a level 2 or above that relates to: <ul style="list-style-type: none"> • <i>Employability</i> • <i>Customer Service</i> • <i>Business & Administration</i> • <i>Housing Support</i> Or similar | ✓ | |
| Literacy/Numeracy level 2 or equivalent | ✓ | |
| IAG Level 3 or above | | ✓ |
| Skills & Experience | | |
| At least 2 years' administration experience | | ✓ |
| At least 2 years' experience of housing support issues | ✓ | |
| Customer service experience | ✓ | |
| Good knowledge of Microsoft Office and ICT systems | ✓ | |
| Ability to work within financial budget controls | ✓ | |
| Experience of maintaining administration systems | ✓ | |
| Experience of working to company policies | ✓ | |
| Ability to maintain accurate records | ✓ | |
| Ability to meet legal requirements, with a current understanding of data protection, freedom of information and other legislative requirements | ✓ | |
| Good attention to detail skills | ✓ | |
| Excellent written communication and good vocabulary | ✓ | |
| Personal & Work-related attributes | | |
| Demonstrate excellent personal hygiene | ✓ | |
| Demonstrate positive attitude | ✓ | |
| Demonstrate flexibility and enthusiasm at all times | ✓ | |
| Demonstrate a good level of spoken English | ✓ | |
| Work calmly under pressure | ✓ | |
| Work effectively as part of a team | ✓ | |
| Work with accuracy to tight deadlines | ✓ | |
| Work under own initiative and able to take instruction | ✓ | |
| Work flexibly to fulfil the role requirements | ✓ | |
| Committed to equality of opportunity | ✓ | |