



It Takes A City (Cambridge) Job Description – Project Worker

Job Description – Project Worker

Job Title: Project Worker

Hours: Full-time. Part-time applications will be considered, with a minimum of 32 hours per week.

Salary: £28,000 per annum (pro rata for part-time)

Reporting to: Support Services Manager

Base: Crossways, Chesterton with regular working at Joy's Corner and other ITAC service locations

About the Role

The Project Worker is a varied and rewarding role providing practical and person-centred support to people who are experiencing homelessness or have recently experienced homelessness in Cambridge.

Working as part of a small Support Services Team and reporting to the Support Services Manager, the postholder will provide support across a number of ITAC projects and services.

Approximately half of the role will be based at our hostel at **Crossways**; working as part of the team managing the winter accommodation project (November- March), and 176, our summer accommodation project from April- October. The remainder of the role will focus primarily on supporting residents of the **ITAC Community Land Trust's four modular homes at Joy's Corner**, in the south of the city. The role will largely be during the working week (Monday – Friday) with most shifts between 8am- 6pm but occasional shifts may start later e.g. 11am-7pm and there will be some weekend shifts (dates by agreement).

The role will also provide support to people accessing our **Survive and Thrive** service, which provides year-round, flexible support to people experiencing homelessness or who have recently moved on from homelessness. Some people supported through this service will be living in their own tenancies

The postholder may also be required to provide occasional cover for ITAC's **Street Storage project**, which provides secure storage for personal belongings for people who are rough sleeping or vulnerably housed.

Main Areas of Work

The Project Worker will provide support across the following services:

- **Crossways** – winter accommodation for rough sleepers
- **176** – summer accommodation for people experiencing homelessness
- **Joy's Corner** – four ITAC Community Land Trust modular homes
- **Survive and Thrive** – year-round, flexible support
- **Street Storage** – occasional cover as required

Key Responsibilities

Supporting Residents and Service Users

The Project Worker will:

- Provide practical, appropriate and person-centred support to residents and service users.
- Develop positive and professional relationships with people who have experienced homelessness.
- Identify support needs and help individuals access appropriate services.
- Signpost and, where appropriate, accompany service users to specialist support services and external appointments.



It Takes A City (Cambridge)

Job Description – Project Worker

- Arrange visits from partner agencies and other professionals, either at ITAC projects or at service users' accommodation.
- Liaise with partner agencies and other professionals to help coordinate support.
- Assist residents with accessing benefits and liaising with relevant contacts, including the Department for Work and Pensions.
- Support people moving into self-contained accommodation, including helping them obtain essential household items.
- Assist people to establish household services and understand or arrange the payment of household bills.
- Provide practical support to residents of the Community Land Trust's modular homes, helping them to maintain their tenancies and settle successfully into their accommodation.
- Provide flexible, ad hoc support through the Survive and Thrive service to people who are experiencing homelessness or have recently moved into accommodation.

Site and Accommodation Responsibilities

At ITAC's accommodation projects, the Project Worker will:

- Work collaboratively with other ITAC staff and on-site security staff.
- Liaise with security staff to help maintain a safe environment and ensure compliance with fire safety and building security procedures.
- Assist residents, staff, volunteers and visitors to comply with health and safety, fire safety and other relevant requirements.
- Identify and report maintenance issues to the person responsible for building coordination.
- Highlight housekeeping issues and ensure these are brought to the attention of the appropriate member of staff.
- Help coordinate visits and support provided by external agencies and professionals.
- Assist in maintaining a welcoming, safe and well-organised environment for residents, volunteers and visitors.

Volunteers

ITAC relies heavily on volunteers, particularly at the Crossways winter accommodation project.

The Project Worker may be required to support the Volunteer Coordinator by:

- Helping to create volunteer rotas.
- Ensuring volunteers are aware of their upcoming shifts and responsibilities.
- Contacting volunteers where gaps arise in the rota.
- Directing volunteers towards appropriate tasks that support ITAC staff and security teams.
- Helping ensure volunteers understand and comply with relevant health and safety and site procedures.
- Assisting volunteers with practical tasks where required.

At Crossways, volunteers play an important role in preparing and serving the evening meal. The Project Worker may therefore be required to assist with coordinating volunteers involved in this provision.

Street Storage

The Project Worker may occasionally be required to provide cover for ITAC's Street Storage project, operating from Pickford's self-storage building in the south of the city, supporting the safe and effective operation of the service and assisting service users in accordance with ITAC procedures.

Safeguarding and Boundaries of the Role



It Takes A City (Cambridge)

Job Description – Project Worker

The Project Worker will be expected to work within ITAC's safeguarding policies, professional boundaries and procedures at all times.

The role does **not** include the provision of regulated activity as defined under the **Safeguarding Vulnerable Groups Act 2006 (SVGA)**.

Where a resident or service user requires support that falls outside the responsibilities or competence of the Project Worker, the postholder must:

- Notify their Line Manager or appropriate member of staff.
- Contact or liaise with the relevant specialist or statutory agency where appropriate.
- Assist, where necessary, with facilitating access to an appropriate service or setting where the required support can safely be provided.

The Project Worker must not undertake tasks for which they are not appropriately trained, authorised or insured.

Health, Safety and Security

The postholder will contribute to maintaining a safe environment for residents, staff, volunteers and visitors by:

- Following ITAC's health and safety, safeguarding, fire safety and security procedures.
- Reporting hazards, incidents, maintenance issues and concerns promptly.
- Working closely with on-site security staff where applicable.
- Ensuring residents, volunteers and visitors are aware of and comply with relevant site requirements.
- Taking appropriate action in response to emergencies, in accordance with ITAC procedures.
- Maintaining appropriate professional boundaries at all times.

Administration and Record Keeping

The Project Worker will undertake appropriate administrative duties associated with the delivery of ITAC's services, including:

- Maintaining accurate and timely records of support provided.
- Recording relevant information in accordance with ITAC policies and procedures.
- Assisting with volunteer rotas and communications.
- Coordinating appointments and visits from partner agencies.
- Completing other administrative tasks reasonably required to support effective service delivery or needed to report on funding.

Team Working

The Project Worker will be expected to:

- Work as part of a small and flexible Support Services Team.
- Communicate effectively with colleagues, security staff, volunteers and external agencies.
- Share relevant information appropriately and maintain confidentiality.
- Attend team meetings, supervision and training as required.
- Work flexibly across ITAC's projects and services according to operational needs.
- Contribute to the development and improvement of ITAC's services.

General Responsibilities



It Takes A City (Cambridge)

Job Description – Project Worker

The duties described above are not exhaustive. The Project Worker may be required to undertake other reasonable duties from time to time, as directed by the Support Services Manager, to ensure the effective delivery of ITAC's services and the safety and welfare of residents, service users, staff, volunteers and visitors.

The postholder is expected to work in accordance with all ITAC policies and procedures and to uphold the organisation's values at all times.

This job description will be reviewed periodically and may be amended in consultation with the postholder to reflect the changing needs of the organisation and its services.

Person Specification

1.Experience

Essential

- Experience of working with people who may have complex or multiple support needs.
- Experience of providing practical or emotional support to people who may be experiencing difficult circumstances.
- Experience of working collaboratively with colleagues and external agencies.
- Experience of maintaining appropriate professional boundaries.
- Experience of working in a role where confidentiality, safeguarding and accurate record keeping are important.
- Experience of working independently and using initiative while knowing when to seek advice or escalate concerns.
- Experience of working in a busy environment where priorities may change at short notice.

Desirable

- Experience of working with people experiencing homelessness or housing insecurity.
- Experience of working in supported accommodation, hostels, housing or a similar setting.
- Experience of working with volunteers or coordinating volunteer activity.
- Experience of supporting people to access benefits, housing, health or other statutory and voluntary services.
- Experience of supporting people to establish or maintain a tenancy.
- Experience of working alongside security staff or within a service where there are significant health and safety considerations.

2. Knowledge and Understanding

Essential

- An understanding of the challenges faced by people experiencing homelessness and the barriers they may face in accessing services.
- An understanding of the importance of treating people with dignity, respect and without judgement.
- An understanding of professional boundaries and the importance of working within the limits of one's role.
- An understanding of safeguarding principles and the importance of reporting concerns appropriately.
- An understanding of the importance of confidentiality and appropriate information sharing.
- A basic understanding of health and safety responsibilities within a residential or community setting.



It Takes A City (Cambridge)

Job Description – Project Worker

Desirable

- Knowledge of local services available to people experiencing homelessness in Cambridge.
- Knowledge of housing, benefits, health, substance misuse, mental health or other relevant support services.
- An understanding of tenancy sustainment and the practical challenges involved in moving into independent accommodation.
- Knowledge of safeguarding legislation and guidance relevant to adults at risk.

3. Skills and Abilities

Essential

- Excellent interpersonal and communication skills, with the ability to build positive and professional relationships with people from a wide range of backgrounds.
- Ability to listen effectively and respond appropriately to people's needs.
- Ability to communicate clearly with residents, colleagues, volunteers and external agencies.
- Ability to remain calm and professional when faced with challenging or difficult situations.
- Ability to assess situations, use sound judgement and seek assistance when appropriate.
- Ability to work independently while also being an effective member of a small team.
- Ability to organise and prioritise a varied workload.
- Good administrative and record-keeping skills.
- Ability to maintain professional boundaries while developing supportive relationships.
- Ability to work flexibly and respond positively to changing operational requirements.
- Ability to work constructively with volunteers and provide clear direction and support.
- Ability to identify concerns relating to health, safety, safeguarding or welfare and escalate them appropriately.

Desirable

- Ability to support people with practical tasks associated with establishing a new home or tenancy.
- Ability to assist with coordinating rotas and volunteer activity.
- Basic IT skills, including the ability to use email, word processing and electronic record systems.

4. Personal Qualities and Values

Essential

- Compassionate, empathetic and non-judgemental approach.
- Respectful attitude towards people experiencing homelessness and social disadvantage.
- Reliable, dependable and trustworthy.
- Patient and resilient.
- Approachable and able to establish rapport with people who may be reluctant to engage with services.
- Confident enough to establish and maintain appropriate boundaries.
- Comfortable working in an environment where situations can change quickly.
- Willingness to learn and develop knowledge and skills.
- Commitment to equality, diversity and inclusion.
- Commitment to maintaining the dignity, safety and wellbeing of residents, service users, volunteers and colleagues.
- A positive and practical approach to problem solving.

5. Other Requirements



It Takes A City (Cambridge)

Job Description – Project Worker

Essential

- Willingness to work across different ITAC projects and locations.
- Willingness to work flexibly according to the operational needs of the service.
- Ability to undertake the physical and practical aspects of the role, including assisting with moving or obtaining household items where appropriate and safe to do so.
- Ability to comply with ITAC's policies and procedures, including safeguarding, health and safety, confidentiality and security requirements.
- Willingness to undertake relevant training and professional development.
- Satisfactory completion of the required safeguarding and employment checks.

Desirable

- A full driving licence and ability to travel between ITAC's service locations.

Qualifications and Training

Essential

No specific formal qualification is required where the applicant can demonstrate the relevant skills, experience and personal qualities.

Desirable

- Qualification or training in housing, homelessness, health and social care, support work, youth/adult work, community work or a related field.
- Safeguarding training.
- Mental health awareness training.
- First aid qualification.
- Mental Health First Aid or similar training.
- Training relating to conflict management, de-escalation or personal safety.

Shortlisting Criteria

Applicants will be assessed against the **essential criteria** above. The desirable criteria will be used to distinguish between candidates where appropriate but will not normally be used to exclude an otherwise suitable applicant.

ITAC particularly welcomes applications from people with **lived experience of homelessness or experience of working alongside people affected by homelessness**, where the applicant can demonstrate the professional boundaries and skills required for the role.