



It Takes A City (Cambridge)

Job Description – Women's Project Worker

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Job Title: Women's Project Worker

Hours of work : 75% role - 30 hours per week – working hours are based on the shift pattern at the Haven.

Contract: 1 year fixed term contract

Haven opening hours are currently :

Mondays 8pm – 8 am

Tuesday – 8am -11am

Wednesday 2-6pm

Thursday 8pm- 8am

Friday 8am -11.00am

These shifts are split between the 2 Haven workers with this role including one overnight shift of up to 13 hours each week (7.30pm-8.30am) plus the morning shift after the alternative overnight shift, exact hours can be discussed.

The post holder will be expected to work occasional additional overnight shifts to cover leave

If you are interested in the role but not available to cover all shifts please contact info@itac.org.uk to discuss your availability.

Salary: £29,000 FTE per annum (£21,750 pro rata for 75% contract)

Reporting to: Women's Services Co-ordinator

Location: The Haven, central Cambridge with some attendance at other ITAC service locations

About It takes a City (Cambridge) and The Haven project

It takes a City (Cambridge) works with people who are homeless, vulnerably housed or have a history of homelessness. The charity provides emergency accommodation and support for their journey back to a home of their own. This ranges from support for immediate priority needs, including provision of food and basic facilities to long term support and building a trusted relationship to help the person overcome the barriers which prevent them accessing vital services including mental and physical health services, domestic abuse support and support with substance abuse.

The Haven is a safe overnight space in the city centre for women who are rough sleeping, experiencing homelessness or at risk. At the service women are offered snacks or a meal, a shower and laundry service plus access to clothes, shoes and toiletries and other essentials.

About the Role

The Haven project is always staffed by 2 people, either 2 support workers or a support worker and a security guard (on overnight shifts).

The Women's 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 alongside and reporting to the Women's Services Co-ordinator the postholder will provide support to women accessing the Haven. The role will include one overnight shift (either Monday or Thursday night) plus an afternoon shift on a Wednesday afternoon with a programme of activities including art & crafts, visits out.



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Key Responsibilities

Supporting Haven Service Users

The Women’s Project Worker will:

- Provide practical, appropriate and person-centred support to service users.
- Develop positive and professional relationships with people who have experienced homelessness.
- Identify support needs and help women access appropriate services.
- Signpost and, where appropriate, accompany service users to specialist support services and external appointments.
- Help to run the programme of activities on Wednesday afternoons and at other times as required
- Recognise and respond appropriately to safeguarding issues, mental health issues and other factors that may limit a woman’s ability to engage with support services.
- Arrange visits from partner agencies and other professionals, either at The Haven project or at other suitable locations.
- Liaise with partner agencies and other professionals to help coordinate support.
- Assist service users with accessing benefits and liaising with relevant contacts, including the Department for Work and Pensions.
- Assist women in accommodation with management of household services and understanding or arranging the payment of household bills.

Site and Accommodation Responsibilities

At The Haven the Women’s 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 at the Haven project.

The Women’s Project Worker may be required to support the Volunteers 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.



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- Assisting volunteers with practical tasks where required.

Safeguarding and Boundaries of the Role

The Women's Project Worker will be expected to work within ITAC's organisational and safeguarding policies, professional boundaries and procedures at all times, ensuring that risks are identified, recorded and appropriate action taken when necessary.

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

Where a service user requires support that falls outside the responsibilities or competence of the Women's 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 the appropriate service or setting where the required support can safely be provided.

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

- Maintaining accurate and timely records of attendance and 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 apply for or report on funding.

Team Working

The Women's Project Worker will be expected to:

- Work as part of the small and flexible Haven support team.
- Communicate effectively with colleagues, security staff, volunteers and external agencies.



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- 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

The duties described above are not exhaustive. The Women's Project Worker may be required to undertake other reasonable duties from time to time, as directed by the Women's Services Co-ordinator, to ensure the effective delivery of ITAC's services and the safety and welfare of 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 with volunteers or coordinating volunteer activity.
- Experience of supporting people to access benefits, housing, health or other statutory and voluntary services.
- Experience of working alongside security staff or within a service where there are significant health and safety considerations.



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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 community setting.

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.
- 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 service users, 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 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.



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- 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 service users, volunteers and colleagues.
- A positive and practical approach to problem solving.

5. Other Requirements

Essential

- Willingness to work flexibly according to the operational needs of the service.
- Ability to undertake the physical and practical aspects of the role.
- 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.

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.