



Old School Rooms: Clapton Park URC
PROJECT CO-ORDINATOR: CLAPTON COMMUNITY DROP-IN

JOB DESCRIPTION

Job Title:	Lead Case Worker Clapton Community Drop In
Responsible to:	Project Co-ordinator
Salary:	£10,608 PA FTE £26,520
Hours:	Part Time: 16 hours a week (must include 4 hours on a Wednesday and 4 hours on a Sunday during regular face to face delivery. You would be expected to work 3 out of 4 Sunday's)
Contract duration:	Until March 2022. But with view to extension as long as funding continues to be secured.

Job Purpose

The Lead Case Worker will work with the Project Coordinator to provide support to people who access the Clapton Community Drop-In.

Duties of the Job

Key Responsibilities

Support and guidance to people who access the service

- Working with them to assess their needs
- Making referrals, introductions and signposting to other agencies
- Supporting them to understand the content of formal letters
- Supporting them to navigate benefits, health, housing and legal systems
- Escorting them to appointments as necessary
- Advising them of the financial help available, including grants and benefits and helping them to obtain the aid to which they are entitled.
- Identifying other areas of help which may be needed by or available to them related to housing, substance use and legal support.
- Developing a plan of action to support them to improve their quality of life

Safeguarding

- Work on complex cases including those with safeguarding issues following the specialist advice and support of the Project Coordinator (Adult Safeguarding Lead), accessing extra support from the URC safeguarding lead if required.

Record Keeping

- Keeping accurate records of support.
- Filing case notes using the project database system
- Providing information to the Project Coordinator in relation to monitoring the projects performance.

Ensuring Good Practise

- Work in accordance with the ethos and values of Clapton Park URC
- Participate in regular supervision and help to identify professional development and training.
- Participate in regular staff meetings and training courses as required.
- Complete case work assignments in line with existing systems and make suggestions for improvements to the Project Coordinator if necessary.
- Contribute to the development of good casework practice.
- Maintain good working relationship with relevant local authority departments, health services, housing and voluntary groups.
- Maintain an active approach to health and safety in respect of yourself, colleagues and service users.
- Carry out other tasks that may be reasonably required from time to time by the Project Coordinator in support of the project and its development.

Person Specification

Personal Qualities

- Respectful and non-judgmental attitude regardless of circumstance, able and willing to relate to a diverse group of people and able to communicate clearly for clients to understand what is going on and their options.
- Able to prioritise and use initiative.
- Able to multitask to handle the demands of various cases at the same time.
- Excellent listening skills to get a clearer picture of what truly needs to be done.
- Remaining calm in the face of stress and obstacles
- Resilient, resourceful and a clear thinker
- A strong desire to serve the local community and must be sympathetic to the aims and values of the Round Chapel Community Projects and the work of CPURC.

Specific Skills & Experience

Essential:

- Experience of delivering quality person centred support services to socially excluded and vulnerable people with complex support needs in a similar setting.
- Up to date working knowledge of local and national systems in relation to housing and benefits

- Knowledge of the causes of homelessness and the issues faced by oppressed people with complex needs.
- An understanding of the range of approaches and methods appropriate for working with people with higher support needs and experience of using creative solutions in order to support people to meet their needs and aspirations.
- Good attention to detail and an organised approach.
- Good IT skills
- A satisfactory enhanced DBS check

Desirable:

- Experience of working in a grass roots organisation.

Terms and conditions

Unsocial hours: The post holder must be prepared to work some unsociable hours, e.g., to attend some evening meetings.

Annual leave: Pro rata of 21 days p.a. plus public holidays.

Reports to: Drop-in Co-ordinator. This appointment is subject to satisfactory completion of a 3 month probationary period. Satisfactory completion of the process of the Disclosure and Barring Service is essential for this post.