

Job Description – Project Worker, Vincent House

Job Title: Project Worker

Main Purpose Of The Post:

To further the aims of Vincent House by providing time limited support to single homeless people, male and female, aged between 18 to 65, during their transition through the service we provide. The post holder will also be required to act as a support worker to all service users at Vincent House and to work alongside other staff members to co-produce support plans and to encourage community engagement. This role does require lone working.

Relationships:

- **Responsible to:** Project Manager
 - **Responsible for:** Residents
 - **Liaison with:** Project Manager / Residents
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Main Tasks Of Job:

- Provide day to day support to residents placed at Vincent House
- Assist in the identification of individual needs at the point of the referral and facilitate access to appropriate services- health, welfare benefits or housing
- To ensure income is maximised in relation to housing benefit and personal charges and to update relevant spreadsheets accordingly
- To assist in providing move-on support as part of a structured resettlement process
- Receive and maintain accurate computer based records using our outcomes monitoring system
- Encourage residents to make informed choices, reduce levels of risk and challenge behaviours which may affect them, their families or the wider community
- To provide practical assistance in relation to managing resident's affairs including; welfare benefits, health issues, substance misuse, family crisis, housing, local authority, probation, education, independence skills, volunteering and participation in community life
- Develop a relationship of trust, care and understanding with all residents
- Encourage engagement with the wider community and identify educational and wellbeing courses or activities for service users
- To develop and maintain good links with local statutory and voluntary agencies and organisations
- Inform your line manager of any serious incident or crisis as soon as practicable
- Participate in the day to day running of Vincent House including cleaning, meal preparation and general maintenance as needed
- To cover the early or late shift as needed, to accommodate annual leave and/or sickness
- Attend staff and residents meetings

- Participate in training and contribute positively to supervision and appraisal
- Work flexibly within a team of staff who work on a rota basis which may involve working outside your core hours
- To work within the parameters of the Charity's policies and procedures

It is the nature of the work of Caritas Care that tasks and responsibilities are, in many circumstances, unpredictable and varied. Each staff member is, therefore, expected to work in a flexible way when the occasion arises, when tasks not specifically covered in their job description have to be undertaken. Such additional duties would normally be to cover unforeseen circumstances or changes in work and would normally be compatible with the regular type of work. If the additional responsibility or task becomes a regular or frequent part of the member of staff's job, it will be included in the job description in consultation with the member of staff.

Safeguarding

At Caritas Care, we accept our responsibility to safeguard and promote the welfare of the children and vulnerable adults who use our services, regardless of gender, ethnicity, disability, sexual orientation or belief. We are committed to ensuring that our safeguarding practice reflects our statutory responsibility, guidance and best practice. It is therefore the duty of all employees, trustees and volunteers to adhere to this commitment and policy guidance.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as required by your role and the overall objectives of the charity.

Job description approved by: Susan Swarbrick (CEO)

Date: February 2026

PERSON SPECIFICATION

(To be read in conjunction with the Job Description)

POST	Project Worker, Vincent House
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	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Qualifications/Attainments	<ul style="list-style-type: none"> • Good standard of basic education to GCSE level or equivalent, with 3 passes to include Maths and English (Grade C or above, or equivalent) • First Aid Certificate/ Food Hygiene Certificate or willingness to undertake training to obtain this within 6 months 	<ul style="list-style-type: none"> • Educated to QCF (formerly NVQ) Level 3 standard in Health and Social Care, Housing, Substance Misuse or Counselling or other relevant subject
Relevant Experience	<ul style="list-style-type: none"> • Understanding of supporting people with multiple or complex needs including working people with Substance Misuse, Mental Health or offending behaviours 	<ul style="list-style-type: none"> • Prior experience of working within the homeless or supported housing sector • Experience of supporting people in the community and tenancy sustainment
Knowledge/Skills	<ul style="list-style-type: none"> • Experience of lone working and the confidence in addressing anti-social behaviour or challenging residents where needed • Knowledge of carrying out joint risk assessments on individuals, reviewing care packages and putting in place moving on plans • Ability to use own initiative and to make informed decisions as needed • Good listening/empathy skills with a challenging client base • Ability to respond to the needs of people in a caring, tactful and diplomatic way • Proven ability to communicate well at all levels verbally written and using IT Packages • Ability to motivate, encourage and challenge service users where needed • Ability to organise your time and workload 	<ul style="list-style-type: none"> • Knowledge of the welfare and housing benefits system and local housing policies • Experience of working with statutory bodies i.e local authority and other voluntary sector agencies • Experience of working with clients with mental health, alcohol, drug misuse and or offending behaviour • Experience of delivering support sessions

<p>Special Attributes</p>	<ul style="list-style-type: none"> • True commitment to work with, and alongside, some of the more disadvantaged members of our society • Be non-judgemental in attitude and approach when dealing with people who are vulnerable • Ability to work flexibly within a team that may require the need to work outside of your core hours and undertake reasonable tasks not listed in your job role • To fully comply with Charity's policies and procedures at all times including the Boundaries Policy, Confidentiality Policy and Safeguarding Policy • To have a proactive and positive approach to undertaking further training that may be reasonably required to help in professional development and in support of the service to grow • Good sense of humour • A confident commitment to the aims and values of the Charity • Willingness to consent to a Disclosure & Barring Service Check 	<ul style="list-style-type: none"> • Full Driving licence and use of a car
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