

Job title	Project Support Worker
Responsible to	Heal House Manager
Geographical Reach	North Kent (area of focus Gravesham)
Base	Wrotham Road Accommodation
Hours	FT– 40 hrs
Salary	£26769.60 per annum £12.87 per hour
Contract	Fixed Term – 28/02/2026
Applications Closing date	TBC

JOB DESCRIPTION

Purpose of Post

This post is to deliver Housing Support Services to people over 18 who experience complex needs. Wrotham Road Accommodation Gravesend (Rough Sleepers): North Kent Mind will provide the day support service of residents in this supported accommodation for rough sleepers. The accommodation provides safe beds for up to 10 people on short hold tenancies and 4 emergency accommodation beds. NKM staff provides the day support service on site for clients with complex needs.

The project is a multiagency initiative, working in partnership with Serveco and Gravesham Council. It operates 24 hours for 365 days per year. North Kent Mind provides the day service Monday – Sunday 10am – 6pm.

Structure of the Post

Mind Support Worker (Homeless & Housing) is supervised by the full time Heal House Manager at Wrotham Road.

They must be flexible to work and able to cover weekends for annual leave and sickness.

For the calculation of travel expenses, Wrotham Road Project shall be considered the base throughout, and travel between home and another working venue can only be claimed insofar as it is in excess of the distance between home and base. All time in travel between venues is counted as time worked.

Wrotham Road Day Services provided by North Kent Mind will be formed by 2 staff. A full time Manager and a Support Worker will form the weekday team. The weekends will be formed by 2 teams working alternately which consists of 4 weekend Support Workers who work in teams of 2.

A: DUTIES OF THE POST: GENERAL

These duties apply to all North Kent Mind Staff, whichever service they work for:

1. To work within a framework which:
 - i. Abides by all the policies of North Kent Mind, including Equal Opportunities, Confidentiality and Health and Safety.
 - ii. Promotes Social Inclusion, Empowerment, Well-being and the Recovery Model
 - iii. Respects, encourages and builds on individual clients' coping strategies, skills and autonomy, and is in keeping with the Codes Of Practice for Social Care Workers as defined by the General Social Care Workers
 - iv. Maintains good liaison with any other outside agencies as is necessary
 - v. Promotes good joint working, links and cross-referral with all North Kent Mind colleagues.
 - vi. Adheres to the principles of the Social Care Standards as defined by the GCSI
2. To participate in supervision and appraisal
3. To attend staff meetings and Support Services team meetings
4. To attend training/meetings and some annual events as required
5. To undertake any other duties which a senior manager or Board of Trustees may, from time to time, reasonably delegate or assign.

B. DUTIES OF THE POST: COMMON

Wrotham Road Support Worker

1. To be based on site at Wrotham Road Accommodation to offer 1-2-1 support and engage with tenants both long-term and short-term, engaging with them as part of their ongoing recovery-based support plan.
2. To maintain, implement, and review support plans & risk assessments in conjunction with tenants.
3. To advise and support tenants with a wide range of practical and emotional issues, this may include liaising with other agencies, providers to arrange additional support for their complex needs (Council, CGL, CMHT, Social Services, etc.).
4. To support long-term and short-term tenants with their move on plans and accessing move on accommodation.
5. To support and work closely with team members to ensure that day to day issues presented by tenants are appropriately dealt with in a timely manner.
6. To identify and report any tenancy agreement or service support breaches to the property owner and managing agent of the accommodation (Gravesham Council).
7. To attend regular team meetings (Mind) and multiagency team meetings (Services, Council and potential Rough Sleepers Initiative Meetings) as required.
8. To supply and maintain outcome data as required by the Housing Services Manager as per contractual expectations with Gravesham Council.

B. DUTIES OF THE POST: Specific

1. To liaise and support the Project Coordinator of Wrotham Road Service.
2. In the absence of your direct line manager, liaise directly with the Deputy Housing Manager or the Housing Manager, as required.
3. To maintain excellent communication with your direct line manager.
4. Tenants Support:
 - a. To ensure you provide the weekly 1-2-1 support to your allocated tenants (including 1-2-1 sessions, updating, and creating their support plans & risk assessments with them, signposting them to different services, liaising and working in partnership at a multiagency level to ensure your tenant needs are supported holistically, etc.)
 - b. To ensure your tenants paperwork is accurate, up to date and you involve them and review these documents with them (Support Plans and Risk Assessments, Move on Plans, Other Needs Assessments, Referrals, etc.)
 - c. Support clients through the Recovery & Person-Centred Model of practice to sustain temporary and substantive accommodation options
 - d. Maintain up to date client records on existing NHS systems and the joint rough sleeper case management system Inform when required.
 - e. Respond swiftly to crisis, putting plans in place to try and prevent further escalation.
 - f. Record and monitor incidents & challenging behaviour (ABC forms)
 - g. Complete and submit referrals on behalf of your clients to different types of housing/care/mental health accommodations or other services internally to North Kent Mind or externally. Maintain an accurate record on your KPI spreadsheet about these types of referrals.
 - h. Complete and submit Safeguarding KASAF referrals forms when required on behalf of your clients. Maintain an accurate record on your KPI spreadsheet about these types of referrals.
5. Data Collection & Reports
 - a. To implement all measures advised by your line manager to ensure all contractual KPI's are met and delivered with high quality.
 - b. Data Collection & Data Analysis to ensure our contractual expectations and KPI are met.
 - i. Spreadsheets
 - ii. Tenants Records, Notes
 - iii. INFORM (Sales Force)
 - iv. Support Plans & Risk Assessments
 - v. Life Skills programme, activities, attendance sheets, etc.
 - vi. Feedback Forms
 - vii. All weekly 1:1 lifeskills and support sessions attendance sheets.
 - c. Ensure all NKM Consent Forms have been gathered for all tenants and are stored securely in compliance with GDPR regulations.
6. North Kent Mind Project Team will also be expected to conduct weekly room search for all tenants in the property. This will follow a Gravesham Council Policy

and Procedure and North Kent Mind will receive training to proceed and do the room searches.

- a. Keep accurate and up to date room searches records for each tenant.

7. Multiagency work:

- a. North Kent Mind will also be part and participate at a multiagency level as part of the service referral panel to assess and interview new referrals.
- b. Ensure accurate and up to date handover notes are typed and passed on to other North Kent Mind Teams and at a multiagency level (Communication Book/ Online Handover Notes).
- c. Support and work in partnership with associated projects such as but not limited to, the Gravesham RSI (Rough Sleepers Initiative), Winter Shelter, The Overcliffe and Wrotham Road, Emergency Accommodation, Street Triage and 'Housing first' schemes, etc.
- d. Support the formulation and delivery of multi-agency; clients join needs assessment, support plans & risk assessments

8. Life Skills Activities (indoors):

- a. Develop Life Skills Program Based on Tenants Needs
- b. Functional Needs Assessment to be completed
- c. Life Skills Feedback & Participation Forms
- d. Life Skills Calendars, Programs, and attendance records to be kept accurately and securely.
- e. Complete Debit Card Request and get them approved by line manager for those activities that require additional materials or equipment.
- f. Ensure the tenants are attending the 4 week Money guiders sessions as per their support plan upon sign up.

9. Organise and record Housing Team Meetings:

- a. Tenants' participation & feedback
- b. Tackling issues/ mediation (conflict resolution)
- c. Service development
- d. House Rules (Tenancy Agreement, Code of Conduct, Service Level Agreement, etc.)
- e. Give ownership to the tenants for the house meetings to ensure a social aspect.

PERSON SPECIFICATION

Criteria	Essential	Desirable
Relevant academic qualification		✓
Demonstrate knowledge & experience in the field of mental health and clients with complex needs.	✓	
Knowledge & experience in the field of rough sleepers.		✓
Knowledge & experience in the field of substance misuse.		✓
An understanding of the issues, needs & risks affecting people with mental health problems & complex needs	✓	
An awareness and understanding of housing options & mental health services for residents	✓	
A non-judgemental attitude to mental health service users	✓	
An understanding and awareness of Recovery & Person-Centred Model working with MH clients	✓	
An empowering and positive attitude to residents	✓	
An understanding of the social inclusion agenda	✓	
Ability to work with service users (Rough Sleepers with MH issues & complex needs) on a diverse range of subjects	✓	
Ability & experience to work within a multidisciplinary & multiagency team	✓	
Experience of completing referrals, support plans, risk assessments & professional reports	✓	
Experience gathering and collecting data for monitoring purposes		✓
Good written skills	✓	
Excellent communication skills	✓	
Excellent listening skills	✓	
An understanding of the need for strong professional boundaries	✓	
Proactive and flexible approach to problem solving	✓	
Experience of facilitating outcome and output monitoring systems	✓	
Good organisation skills	✓	
Good computer skills	✓	
Able to work on own initiative	✓	
Car driver/owner		✓
Ability to work flexible hours	✓	
Experience & ability to work with challenging clients with multiple needs & manage crisis effectively	✓	
Proactive and flexible approach to problem solving	✓	
Ability to work on a flexible rota shift pattern (including long shifts and weekends)	✓	
Willingness to work flexible hours and take on extra shifts	✓	