

## **JOB DESCRIPTION –PROJECT WORKER**

**The Wellspring (Stockport) is a charity working to support vulnerable and homeless people in Stockport. We work with partners to deliver our services and are responsible to all our funders.**

**The Wellspring (Stockport) services included the daily serving of meals referrals for housing, debt counselling, drug and alcohol services and education. These and other services are delivered through a small team of paid staff, volunteers and a board of directors.**

### **Main Purpose of The Job**

To be involved with the management of the centre, to support and manage day to day operations and to support and motivate individual clients (known as members) to develop and improve their personal circumstances.

### **Centre Management Responsibilities**

1. Opening and closing the building
2. Ensure the Security of the volunteers, staff, the centre and members.
3. To ensure the centre building cleaning regime is carried out.
4. To ensure health and safety and hygiene standards are adhered to.
5. Ensure that the centre is run in accordance with policies and guidelines.
6. Ensure The Wellspring (Stockport) rules are adhered to at all times

### **Members**

1. Management of all member engagement
2. Management of all member casework.
3. To be proactive in finding solutions in order to better support Wellspring members.
4. To take part in outreach and community visits.
5. Reporting to Jonathan Billings and the Wellspring Board of Directors on progress with member issues.
6. Delegating work with Wellspring members.
7. Recording information and outcomes of work done with Wellspring members on The Wellspring database Cortana.

8. To develop services offered to Wellspring members. To be proactive in organising and running support groups.
9. Registration of new members
10. Assess needs of new and existing members
11. Develop individual support and action plans
12. Carryout appropriate referrals to statutory and voluntary agencies and work with our partners as part of the individual action plans
13. Monitor, review and update individual plans
14. Record and update systems
15. Seek every opportunity to engage with individual members
16. Act as advocate for members

### **Reception**

1. Maintain a high standard of customer care to all those coming into the building
2. Ensure all donations received are recorded in line with procedures.
3. Ensure the reception counter is kept well organised and a friendly, welcoming atmosphere maintained.

Reports To: Jonathan Billings Chief Executive Officer

Location: Your work location will be at The Wellspring (Stockport) centre building as well as the occasional promotional and possible fund raising events, community locations.

### **Key Tasks**

#### **Centre Building**

Ensure the building is managed efficiently on a daily basis.

#### **Members**

To manage, co-ordinate and monitor individual support plans that will provide opportunity for members to improve and develop their lives.

#### **Volunteers**

Support and keep volunteers informed and maintain effective working relationships

#### **Performance**

To develop effective support to individual members and groups that will lead to improvement to their individual lives.

Be committed to continuous improvements to The Wellspring (Stockport) to benefit the overall services to the vulnerable and homeless people.

To ensure that all The Wellspring (Stockport) regulations, equal opportunities, and other relevant policies, code of conduct and personnel practices and procedures or other rules, policies and standards are complied with consistently at all times requested by the CEO.

## Additional Information

- The post holder will be required to work on a shift basis to ensure the Wellspring is open 365 days per year.
- To attend monthly supervision and support sessions
- To attend other meetings as requested by Jonathan Billings and The Wellspring board of directors
- To actively participate in any training.
- The successful candidate will require a satisfactory DBS check.
- The successful applicant will be required to complete a satisfactory 6-month probation period.