



**JOB TITLE:** Ace Project Worker (Building Futures Partnerships)

**DEPARTMENT:** Neighbourhood Services

**RESPONSIBLE TO:** Neighbourhood Services Manager

**PURPOSE OF THE JOB:** Supporting the Head of Neighbourhood Services and the Neighbourhood Services Manager in the delivery of Cornwall Council's 'Building Futures' (Multi-agency, European Funded) Programme; providing support to families and individuals to improve their lives through removing barriers and access training.

**CONTACTS:** The post holder will be in daily contact with customers and staff as well as regular contact with the Local Authority, Adult and Children Services, Early Help Hub, Mental Health Team, Drug and Alcohol Support Agencies, Police, Education, Safeguarding Boards, Domestic Abuse Services, Jobcentre Plus, Anti-Social Behaviour teams, Public Health and Wellbeing services and other partners associated with the Building Futures programme.

### **Overall Purpose and Responsibilities**

1. Supporting both the Tenancy Sustainment Co-ordinator and the Building Futures Key Worker in the delivery of services to eligible Ocean Housing families.
2. To provide a customer centred approach, recognise individual and family needs/barriers and work with them collaboratively to develop a desired outcome.
3. Promoting this new service to a wide range of agencies across Cornwall and actively promote multi agency working to deliver positive outcomes.



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4. To work with individuals or families who have experienced trauma and to develop a family outcome plan.
5. To build and develop trusting relationships to create positive outcomes.
6. To lead on the delivery of the Building Futures (BF) programme to ensure customers are nearer towards employment ready.
7. To lead on the delivery of the Building Futures (BF) programme to improve outcomes and reduce the risk of homelessness with complex needs across Cornwall, which aims to achieve the following objectives
  - Support adults in to training
  - Support adults in to work programmes
  - Improve individual employability
  - Reduce crime and anti-social behaviour
  - Reduce costs to public services over time
  - Support young adults back into education
8. Using a variety of tools to enable customers and families to work through trauma, build resilience to reduce the need for statutory involvement in the future.
9. Work with a variety of agencies to ensure training opportunities are delivered, utilising our hub facilities.
10. To complete regular reviews, set realistic targets and empower customers to work towards their family outcome plan.
11. To effectively manage your case load, ensuring records are accurate and up to date.
12. To maintain accurate data and provide managers with required reports within timescales.
13. To deliver some of the main principles of ACE working, use inventive ways to work with children as part of the whole family plan.

### **Key Responsibilities**

1. To deliver the ACE training to families eligible for the BF programme.
2. To devise individual and group sessions to deliver ACE training and other training as required, working with other agencies to ensure we devise and deliver our training plans.



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3. To work collaboratively with external parties and other members of the Ocean Group to jointly provide interventions to successfully empower customers to develop strategies for dealing with trauma.
4. To lead group activities, offering a range of appropriate therapeutic interventions, focused on positive outcomes.
5. To undertake presentations as required to stakeholders about BF and the programme.
6. Work with customers to build practical skills to build greater capacity for life events, confidence building and self-care.
7. To provide training in a variety of platforms such as webinars, videos, printed material, group sessions, one to one's, this list is not exhaustive.
8. To work within Ocean Housing policies and procedures in all areas including lone working.
9. To ensure exit plans are dealt with in accordance with procedures.
10. To problem solve to deliver positive outcomes.
11. Provide services in a timely manner.
12. To look at opportunities for feedback around services and report feedback to managers to share best practice or improve service delivery.
13. To deal with any safeguarding issues promptly and in accordance with relevant procedures.
14. To signpost and refer customers to external agencies as required to promote Health and Wellbeing.
15. To keep accurate Customer records and maintain data in accordance with data protection legislation and GDPR guidelines.
16. To collate, check and complete documented audits to ensure that ESF funding requirements are met and clearly evidenced.
17. Ensure that all aspects of project are auditable and transparent in line with ESF requirements, where necessary working with external auditors.

#### **Performance and Personal Management:**

1. To ensure personal objectives are met.



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2. To effectively manage your case load.
3. To develop and shape services around best practice models.
4. To take ownership of providing data, analyse the data, format data and produce reports for Senior Managers and External Stakeholders.
5. To work flexibly to provide the service to Customers outside of core hours, such as evenings and weekends.
6. To display excellent resilience in this challenging role.
7. To display excellent communication and listening skills.
8. To display excellent time management and self-motivation.

#### **General**

- 1 To adhere to the implementation of risk management procedures (including child and adult safeguarding) lone working and personal responsibility for keeping up to date our relevant policies and procedures.
- 2 To comply with the company's policies and procedures and initiatives relating to equality, diversity and inclusion.
- 3 Promote Ocean and the BF project in a positive manner at all times.
- 4 To transport themselves on business and visits as required.

No job description can cover every issue which may arise within the post and the postholder is expected to carry out other duties from time to time which are broadly consistent with those in the document.

**I accept that this job description is a fair description of the job I have applied for.**

**Signed:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Print:** \_\_\_\_\_



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