



## Job Description and Person Specification

<b>Job Title</b>	Making Room Project Lead
<b>Hours of work</b>	0.6 FTE (3 days a week)
<b>Contract type</b>	Permanent
<b>Salary</b>	£32,500 - £35,000 pro rata depending on experience
<b>Reports to</b>	Director
<b>Location</b>	You will visit service users in their homes. Most of our cases are based in Hackney with occasional work in surrounding boroughs.
<b>Place of work</b>	For the first 3 months you will be based 1 day a week at our office in Dalston and the remaining time at home. After this initial period you may request to be based full-time at home pending agreement from your manager.

### Introduction

Our vision is a society where everyone has a sense of control over their lives and the ability to stay independent, active and connected to the world around them.

Our mission is to provide practical help so that people who need support can live safely and well in their homes and communities.

We do this by providing a range of services and projects that focus on adaptations, decluttering and safety at home, preventing falls, increasing digital confidence, reducing social isolation and loneliness, and providing advice and informal advocacy on issues relating to housing, welfare and care.

Our values are:

- 1. Real world perspective:** People have overlapping physical, mental and emotional needs and assets, and we respond to these as holistically as we can.
- 2. People are assets:** We all bring valuable strengths that can benefit the community.
- 3. Collectivity:** Everyone benefits when we come together to support each other and share experiences and learning.

4. **Empathetic and non-judgemental:** We always attempt to understand the different contexts in which people live their lives.
5. **Equity:** Disadvantaged people should have equal access to opportunities and be supported to exercise their rights.
6. **User-led:** People define the approaches that work for them and we work with those in mind.
7. **Integrity:** We are honest with ourselves and others about our capabilities and what we can deliver.

## **Overall purpose of the role**

To lead the delivery and development of our Making Room service which provides therapeutic and practical decluttering support for people who hoard.

## **Main duties**

- Use motivational interviewing techniques to engage service users and their support network in the process of decluttering and help them achieve long-lasting behavioural change.
- Provide practical support to declutter and restore access to rooms, working alongside service users with varying levels of need to sort through and remove clutter from the property. This will sometimes involve working in severely cluttered environments.
- Support service users to identify personal goals and set action plans, and regularly view their progress towards achieving these.
- Liaise with referrers, key contacts and the service user's relatives and support networks to exchange and share information, make progress towards goals, and work collaboratively towards a common purpose in support of the service user.
- Manage incoming enquiries and new referrals, which includes for example: information gathering, estimating the level of support required, and working with referrers to secure funding.
- Manage a caseload of decluttering cases and undertake basic administration tasks associated with the case, such as making appointments and maintaining accurate records.
- Coordinate the workloads of decluttering support workers and carry out regular workload planning for the service as a whole.

- Maintain case management databases (we use Trello and Airtable) to keep track of referrals and service users' progression.
- Train, supervise and provide line management support for decluttering support workers.
- Recruit, induct and manage Making Room volunteers, ensuring they feel supported in their role and have access to training and ongoing mentoring.
- Review and refresh service-related paperwork (e.g. assessment forms) on a regular basis to ensure they capture necessary information, are logical and user-friendly.
- Provide signposting information about, and if appropriate, help make referrals to other services and activities that may help the person sustain their behaviour change, address other issues they may be facing, and integrate into the community.
- Undertake informal advocacy on behalf of the service user if required to support them in accessing funding, services and support.
- Ensure any safeguarding concerns are reported to the safeguarding lead and that any safeguarding referrals are followed up.
- Undertake outreach and build relationships with potential referring organisations.
- Undertake training, desk research and continuous professional development to keep abreast of developments in the field and practice of hoarding support.
- Work with the Director on ways to improve, develop and grow the service, including inputting into funding applications and leading on the implementation of improvement work.
- Liaise with the Director on the financial management of the service, ensuring that work is invoiced and tracked effectively and supporting the Director to prepare the annual budget.
- Support the Director in gathering evidence of impact through short case studies and other data as required for funders.
- Develop printed and online marketing materials and publicity to promote the service.
- Observe the requirements of relevant MRS policies such as health and safety and lone working, and fulfil risk assessment requirements both for individual cases and the service as a whole.

## Person specification

### Essential

- Significant experience of supporting service users with hoarding behaviour or other mental health conditions in relevant settings, including for example, mental health, housing or social care.
- Insight or understanding into how long-lasting behaviour change can be achieved.
- Willingness and capability to provide practical support with decluttering and reorganising living spaces, some of which may be severely cluttered.
- A proactive nature, for example in chasing up referrals and outstanding funding queries, checking in with service users and planning ahead to manage workload capacity and constraints.
- Ability to think creatively about complex cases and how best to approach them in order to elicit the fullest engagement of the service user and their support network.
- Empathy for people who may be confronting a range of emotional, practical and sometimes serious physical and/or mental health issues.
- A collaborative, person-centred and non-judgemental approach that focuses on people's needs and the outcomes they want to achieve.
- Personal resilience in dealing with cases that may be at times complex and challenging.
- Ability to liaise confidently with professionals from a wide variety of services and backgrounds, and form productive working relationships in support of the service user.
- Understanding of the importance of record-keeping and data protection requirements, and the ability to maintain accurate and up-to-date case records.
- Some experience of line management and supporting, training and supervising staff within a small team.
- Understanding of good practice in volunteering and volunteer management.

- Ability to develop and work within structured systems and processes to ensure good operational and financial management of the service.
- Ability to analyse and reflect on business information to make decisions about potential service improvement, development and growth opportunities.

### **Desirable**

- An understanding of the impact hoarding behaviour can have on people's lives, relationships and wellbeing.
- Training and/or experience in using motivational interviewing techniques.
- Experience of volunteering, working with or managing volunteers.
- Experience of delivering services for or in partnership with statutory services and/or voluntary organisations.
- A full, clean driving licence.