



Job Description – Locum Project Worker

Purpose

Locum Project Workers are responsible for supporting the smooth day-to-day running of the centre and drop-in services. The role includes practical tasks alongside informal support for clients, with limited one-to-one support work based on experience and supervision from a permanent staff member.

Locum Project Workers work alongside colleagues, volunteers and external partners to deliver a safe, welcoming and inclusive environment in which people get the help that they need to make positive changes and move on in their lives.

Line management

Locum Project Workers report to one of Catching Lives' Managers.

Key responsibilities

Centre support

- Keep the day centre clean, tidy and safe throughout the day, including communal areas, showers, toilets, laundry, garden and kitchen.
- Welcome new clients and give them a tour, explaining services and rules.
- Help people to use services e.g. providing essential items, booking time slots.
- Manage entry to the drop-in according to safety and risk assessment policy.
- Respond to incidents or concerns around risk and safeguarding (both with individuals and in the communal space) according to organisational policy and procedure.
- Support volunteers when needed e.g. preparing/serving food, washing up, de-escalating incidents.
- Follow food hygiene protocols.
- Chat to people using the centre.
- Help with setting up/clearing away activities and encouraging people to get involved.
- Ensure the Centre is clean, tidy and secure – complete opening and closing checklist actions.

Client support

- Proactively engage with clients during the drop-in e.g. make conversation, join activities where time/staffing allows.
- Work under guidance of permanent staff to provide support e.g. completing forms, contacting external agencies (following policies on data protection and consent).
- Be alert to potential risks and safeguarding issues, escalating to permanent staff and/or managers as needed to maintain safety for individuals and the service.
- Provide accurate, up to date information to clients in plain English. Ask permanent staff for support to access translation services where necessary.



- Work in a non-judgemental, person-centred and trauma-informed way.

Recording

- Complete Lamplight database training with a Manager as part of induction.
- Use the Lamplight database for same-day recording of client support work and other engagement.
- Complete safeguarding alert forms and escalate to the designated safeguarding lead according to the local policy and procedure.

Personal development

- Attend training or other development activities as agreed with your line manager.

General

- Adhere to organisational policies and procedures.
- Undertake, as required, any other duties compatible with the level and nature of the post and/or reasonably required by the Chief Executive.
- Attend and participate in organisational meetings and training as required.

This job description covers the current range of duties and will be reviewed from time to time. Catching Lives reserves the right to change this job description.

Person specification

Experience can be from paid work or voluntary/community roles.

- Experience of working with people in a public or community setting.
- Experience of working in a team.
- Able to communicate clearly and to remain calm under pressure.
- Able to offer a friendly, non-judgemental service to people experiencing homelessness, addiction, mental ill health, and other challenges.
- Able to manage a varied workload in a busy environment.
- Able to maintain professional boundaries (training will also be provided).

About Catching Lives

Catching Lives supports people who are homeless or at risk of homelessness in Canterbury and East Kent, providing day centre, outreach and tenancy sustainment services. We work to end the harm caused by homelessness, rough sleeping and insecure housing. Our day centre is a minute's walk from Canterbury East station. We open every day of the week to provide basic facilities (food, showers, laundry, clothing) alongside practical help, mental health support, and a range of activities such as art, table tennis and yoga. Volunteers are at the heart of our charity, with both kitchen and second-hand bookshop staffed entirely by volunteers. www.catchinglives.org