YMCA BRIGHTON

Here for young people
Here for communities
Here for you

Project Worker

William Collier House

Job Description& Person Specification

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Role Overview

Are you passionate about making a real difference in people's lives? As a Project Worker, you will be at the heart of our mission to provide a safe, supportive, and rehabilitative home for our clients.

William Collier House has accommodations for over 90 residents, with self-contained flats, and shared units. William Collier House is a lively, 24- hour, gender-inclusive project, dedicated to supporting clients with varying needs, from low to high support. Your role will focus on helping them in equal parts build resilience, recover, and regain their independence.

Every day is different here. You will work closely with clients to help them navigate various challenges; from mental or physical health and addiction, to managing budgets, accessing benefits, and embracing their cultural or faith needs. Ultimately, you are there to help them build the skills and independence they need to confidently move on to the next chapter of their lives.

You will also be a key part of our close-knit team, supporting your colleagues and stepping up to help guide the project when senior staff are away.



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Job title	Project Worker
Reporting to	Project Manager
Responsible for	N/A
Location/Project	William Collier House



Key Responsibilities | 1

Supporting Our Clients

- Personalised Support: Meet with clients one-on-one to understand their unique needs, set positive goals, and regularly review their progress.
- Connecting Communities: Build relationships and liaise with external organisations to ensure our clients get the very best care, advice, and specialist support.
- Life Skills & Independence: Help clients develop practical skills, run social activities, and sometimes assist with meals or day-to-day tasks to keep the project feeling like a home.

Teamwork & Project Operations

- Collaboration: Attend regular casework catch-ups with your manager to chat through your caseload, share ideas, and develop action plans. You will also participate in team meetings, training, and personal development appraisals.
- Safe & Secure Spaces: Keep an eye on the safety and security of the building, helping us maintain excellent health and safety standards.
- Stepping Up: Provide gentle guidance to our support and ancillary staff when senior team members aren't on duty, and help with reception cover, light cleaning, or minor repairs when needed.
- On-Call Support: Take part in our sleep-in or on-call rota to ensure our clients always have support when they need it (this comes with an additional payment!).

Behind the Scenes

- Record Keeping: Keep detailed, accurate, and confidential casework files to track progress. You will manage your own diary, write up notes, and compile monitoring data when required.
- Tenancy Support: Help service users understand and stick to their tenancy or licence agreements, working closely with senior staff to resolve any issues.
- YMCA Representative: Proudly represent YMCA Brighton at external meetings, case reviews, and conferences.

Key Responsibilities | 2

Keeping Everyone Safe and Well

We take the safety and wellbeing of our community seriously. As a member of our team, we will ask you to:

- Prioritise Safeguarding: Actively protect and promote the welfare of our clients, volunteers, and visitors. You will be expected to know our safeguarding policies inside out, attend regular training, and immediately raise any wellbeing concerns following the process set out in our safeguarding policy.
- Respect Confidentiality & GDPR: Treat all client, volunteer, and staff data with the utmost respect. Keeping this information secure is the law and is a vital condition of your employment.
- Follow our Code of Conduct: Bring your most professional, respectful self to work every day, representing our values in everything you do.
- Health & Safety Champion: Follow all health and safety guidelines, including fire safety, manual handling, and COSHH regulations (using PPE and safely reporting/disposing of any hazardous materials or sharps).
- Be Adaptable: Follow reasonable guidelines as our procedures evolve, and take on other matching duties as requested by your manager to help the project thrive.





Person Specification: Who We Are Looking For | 1

To help us find the right person for the team, we look at both essential qualities (the things you definitely need to bring with you) and desirable qualities (the "nice-to-haves" that help us choose if we are shortlisting).

Don't worry if your experience doesn't come from a similar role! We value skills gained from all walks of life; whether that's through volunteering, college or university projects, hobbies, managing a busy home, or raising a family. Any experience is valuable experience.

1.Knowledge & Understanding

We need you to have a solid grasp of how to keep our environment safe, respectful, and supportive.

Essential:

- Understanding Confidentiality: A clear understanding of what it means to handle sensitive personal information with care.
- Professional Boundaries: Knowing how to build warm, supportive relationships with clients while keeping clear, professional boundaries.
- Empathy for Our Clients: A genuine understanding of, and sensitivity to, the challenges faced by people experiencing homelessness or vulnerability.

Desirable:

- The Benefits System: A working knowledge of UK state benefits to help our clients manage their money, navigate their finances, and access the support they are entitled to.
- Community Care Systems: Knowledge of housing, mental health, or community support services and how they operate.

Person Specification: Who We Are Looking For | 2

2.Skills & Abilities

Our projects can be fast-paced and varied, so we look for practical skills to keep things running smoothly.

Essential:

- Organised & Proactive: Strong time-management skills and the ability to work under your own initiative, as well as being a brilliant team player.
- Great Communicator: The ability to chat easily and connect with a wide range of people, from our clients to visiting professionals.
- Clear Writing or Typing: Able to write or type clear, easy-to-read reports, daily records, and letters for different audiences.
- Cool Under Pressure: The resilience and calm-headedness to handle challenging, high-pressure, or problematic situations when they arise.
- Tech Savvy: Comfortable using Microsoft Word to a basic level, or at least a real willingness to learn and develop these digital skills.





Person Specification: Who We Are Looking For | 3

3.Personal Qualities

At YMCA Brighton, our values shape everything we do. We are looking for people who share our commitment to supporting and strengthening our community.

Essential:

- Inclusive & Fair: A deep commitment to equality, diversity, inclusion and anti-discriminatory practices.
- Empowering: A passion for helping clients build their own skills, grow their independence, and discover their full potential.
- Eager to Learn: A personal commitment to your own training, growth and development.

4. Experience

While having direct experience in a similar setting is a great bonus, it isn't a deal-breaker. It is far more important to us that you can show us you have the skills to do the job.

Desirable:

- Liaising with Others: Experience working with outside agencies, professionals, or other supportive organisations.
- Support Planning: Experience giving advice or helping to create structured support plans.
- Supportive Environments: Experience working or volunteering in a housing, support, or care environment.

What Drives Us at YMCA Brighton

Our vision, mission and values shape everything we do to help people thrive in Brighton & Hove.



Our Vision

Working together to create an inclusive community where everyone can belong, contribute and thrive.

Our Mission

We provide the home, the community and the services that equip people to overcome barriers and achieve their aims.

Our Values

- Community
- Compassion
- Empowerment

YMCA BRIGHTON

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