

ROLE PROFILE

POSITION	Together for Families Key Support Worker		
TEAM	Community Investment Team	LOCATION	Coastline House
VERSION	0.1	LAST UPDATED	January 2019

PURPOSE OF ROLE	<p>The Together for Families (TF) Key Support Worker role is new within Coastline Housing Ltd. This has resulted from a successful bid to Cornwall Council to deliver the TF programme to Coastline customers.</p> <p>The Key Support Worker will undertake assertive outreach to engage eligible families and work with them to achieve relevant outcomes:</p> <ul style="list-style-type: none"> • Improved budgeting knowledge and skills • Tenancy sustainment – including supporting those not working or in education to move towards employment and reduce reliance on benefits • Move away from crime and antisocial behaviour • Support families to lead safer lives • Improvements in mainstream school attendance <p>This will require close partnership working with any services already involved with the families, whilst also investigating alternative provision that may offer solutions that meet the family's needs. This will include maximising families' funding opportunities where ever possible by accessing appropriate grant funding and support, such as European Social Fund Future Peninsular programmes etc.</p> <p>The Key Support Worker will be supported to identify eligible families through working across Coastline's customer facing Community, Tenancy and Income Teams.</p>
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KEY ACCOUNTABILITIES

1. To be the key support worker and undertake the full range of tasks required to support eligible families to improve their lives through the TF programme
2. Assertively engage hard to reach families, building a supportive relationship with the family.
3. Manage a rolling case load of families, to work towards identified positive outcomes within agreed time frames.
4. Work across the Community Investment Team, Tenancy Management Team, and Income

Management Team to review existing caseload and identify new referrals.

5. Undertake a whole family assessment where one does not already exist to facilitate a family outcome plan process, agreeing appropriate targets and outcomes.
6. Provide 'hands on' practical support to improve:
 - the safety and wellbeing of the family;
 - household money management through the development of a budget plan and creditor map, making referrals for financial advice as appropriate; and
 - tenancy sustainment.

It can also include supporting the family to access referrals and services, grant funding and resources, or to reach agreed milestones and TF family outcomes.

7. Co-ordinate and engage a range of services to meet the needs of individuals within the family. Work collaboratively with other agencies based on an agreed family plan.
8. Establish connections with local agencies to ensure timely and appropriate signposting, and sharing of best practice.
9. Ensure the meaningful participation of families in the key process of assessment, planning and review, and in decision making. Also facilitating engagement to shape the TF programme delivery.
10. Manage an allocated case load; empowering family members to take positive action and assertively challenging unhelpful behaviour, whilst ensuring professional boundaries are always maintained.
11. Keep clear and accurate records on agreed systems, adhering to Coastline's Group Data Protection policy and associated legislation, and provide regular participant data and reports when required.
12. Contribute to media campaigns and targeted community-based approaches to ensure maximum reach, engagement and impact.
13. To support the team manager to fulfil the TF targets and reporting regime.
14. Undertake relevant training required for the role
15. Ensure compliance with and promote Coastline Housing's Safeguarding Policies
16. Ensure compliance with and promote Coastline Housing's Equality & Diversity policies and practices
17. To carry out responsibilities for health & safety as detailed in Coastline's Group Health & Safety Policy.

GENERAL OBLIGATIONS

1. Represent the Company positively with all external agencies.
2. Service and support the Company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the Company's Health and Safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the Company's policy and standards.

REPORTING

- The role reports to the Community Investment Manager

CONTACTS

Internal

- Income Team, Community Investment Team, Tenancy Management, Customer Access Team

External

- Together for Families team (Cornwall Council), other TF housing partners, customers, schools, Social Care, other relevant partners

PERSON SPECIFICATION

POSITION	Together for Families Key Support Worker	GRADE	6 (subject to JE)
TEAM	Community Investment Team	LOCATION	Coastline House, Redruth
VERSION	0.1	LAST UPDATED	January 2019

QUALITY	ESSENTIAL	DESIRABLE
Education & Qualifications:	<ul style="list-style-type: none"> Recognised, accredited and relevant qualification at least A level/NVQ 3 or equivalent, in a related field. 	<ul style="list-style-type: none"> NVQ in Advice and Guidance Certificate or qualification in Housing, customer participation and/or neighbourhood renewal
Experience, Knowledge and Understanding	<ul style="list-style-type: none"> A good standard of practical knowledge, experience and skill in providing personalised targeted support with families who have complex needs. A commitment to equal opportunities and an understanding of the impact of deprivation and discrimination on local communities, families and individuals Proven experience of partnership working with internal and external agencies Proven knowledge of safeguarding protocols and responsibilities for children and vulnerable adults 	<ul style="list-style-type: none"> Knowledge and understanding of social housing management Experience of carrying out risk assessments and reporting findings Knowledge of the Together for Families programme and its aims and objectives.
Job Related skills	<ul style="list-style-type: none"> A proven ability to self-motivate and work well alone, with service users and as part of a team Ability to write clear and accurate reports Word processing and IT experience and knowledge of Microsoft Office applications Ability to manage own time and achieve stated objectives whilst working under pressure 	<ul style="list-style-type: none"> Understanding of social value

<p>Personal Skills</p>	<ul style="list-style-type: none"> • Excellent communication with good interpersonal skills, and the ability to act with tact and diplomacy – proven record of calm and measured responses and able to manage in a crisis • Innovative problem solver • Confident manner • Ability to work as a team as well as on own initiative. 	<ul style="list-style-type: none"> •
<p>Other</p>	<ul style="list-style-type: none"> • This post is subject to an Enhanced Disclosure & Barring Service (DBS) check • The normal duties of the role will involve travel on a regular basis. It is a condition of employment that the role holder can exercise satisfactory travel mobility in order to fulfil the obligations of the role. For those journeys where an alternative form of transport is unavailable or impracticable the role holder will be required to provide a suitable vehicle. 	