

ROLE PROFILE

POSITION	Key Worker		
TEAM	Homeless	LOCATION	Chi Winder and surrounding areas
VERSION	3	LAST UPDATED	February 2020

PURPOSE OF ROLE	To flexibly and proactively manage a case load (Bank colleagues would not typically hold a caseload) of individual's experiencing homelessness and/or complex needs, providing individualised, strengths based support within the Psychologically Informed Environments and Trauma Informed Care frameworks.
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KEY ACCOUNTABILITIES

1. Delivery high quality and effective support services to customers, dependent on their needs and through various modalities including individual and group work, resettlement and reconnection, delivering an individualised support package in partnership with other professionals.
2. Manage a case load of clients (Bank colleagues would not typically hold a caseload), providing support at all points of their journey, ensuring their support plan, housing plan and outcomes are regularly reviewed, providing assistance to successful move these individuals through the service towards the most appropriate and independent accommodation.
3. Provide support and assistance to all clients, even if they are not part of the designated case load.
4. Participate in the 'responsive worker' system, providing reactive and responsive support to clients at the point of crisis or emergency.
5. Contribute to ensuring a safe environment where risk management and positive risk taking, Safeguarding and safety are of the highest importance.
6. Contribute to ensuring an environment that offers respect and dignity to each individual service user.
7. Assist in the delivery of good practice in the formulation, implementation and support delivery of customers' individual support and risk management plans, including improvement to the self-management of health and wellbeing, increased independence living skills and engagement with the individuals local community network.
8. Ensure effective communication of customer information internally and externally as required using approved electronic, written and verbal communication systems.
9. Arrange the inclusive and engaging delivery of regular, one-to-one sessions with clients by making, recording and keeping appointments at intervals agreed in the flexible and responsive client led support package
10. Assist in the delivery of procedures for admission and induction of clients and liaise and work in partnership with appropriate internal services and external agencies as necessary.
11. Participate in the decision making process of evictions and attend evictions carried out by Housing Management, providing advice and support to the client about where they would be able to obtain assistance.
12. Assist in the effective liaison and partnership working with appropriate external agencies

as necessary, including community networks for outreach

13. Ensure efficient record keeping and data collection at all times.
14. Assist in the delivery of safe and appropriate recreational, learning and development activities to customers, in liaison with the dedicated staff within the homeless service and other professionals.
15. Work or working towards being a support champion including but not limited to, Domestic Violence, Criminal Justice System, Housing Law, Safeguarding, Learning Disabilities, Trauma Informed Care,

GENERAL OBLIGATIONS (THIS IS STANDARD FOR ALL ROLES)

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/customer care in full compliance with the Company's policy and standards.
6. Ensure adherence to the confidentiality policy in all aspects of work.
7. Attend and participate in meetings as required by the line manager, including supervision, appraisal and training.
8. Undertake specific tasks and projects as directed by the line manager.
9. Produce written reports as required
10. Manage personal workload in liaison with the line manager.
11. Carry out relevant duties appropriate to this role in the organisation.
12. Comply with all company and Group policies and procedures

REPORTING

- Reports to Team Leader (Support)

CONTACTS

Internal

- Housing Management Worker
- Income Management Team
- Service Manager
- Homes and Communities Theme Lead
- Homeless Service
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- Volunteer WorkerVolunteers

External

- Cornwall Health For Homeless
- External agencies (statutory and voluntary)

PERSON SPECIFICATION

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QUALITY	ESSENTIAL	DESIRABLE
Personal Skills	<ul style="list-style-type: none"> • Demonstrate behaviours in accordance with Coastline's values: <ul style="list-style-type: none"> ✓ Put our customers first ✓ Be open, honest and accountable ✓ Value each other ✓ Strive to be the best • Excellent interpersonal, communication and listening skills • Flexibility and Adaptability • Ability to relate to all kinds of people • Self-motivated and able to use own initiative • Commitment to and understanding of Equality and Diversity • Develop and maintain effective working relationships, both within the team and with external bodies within the community. 	
Education & Qualifications:	<ul style="list-style-type: none"> • Good standard of education • Good standard of literacy and numeracy 	<ul style="list-style-type: none"> • Qualification in a relevant field

<p>Experience, Knowledge and Understanding</p>	<ul style="list-style-type: none"> • Experience of working with individuals within the social care sector • Awareness of Health and Safety issues • Experience of working to a quality assurance framework • Experience team working and multi-agency working • Experience of working with people with mental health and/or substance misuse support needs • Understanding of Psychologically Informed Environments and Trauma Informed Care approaches 	<ul style="list-style-type: none"> • Experience of conducting Needs and Risk Assessments • Experience of preparing and reviewing support plans • Knowledge of the substance misuse treatment system in Cornwall • Knowledge of the Criminal Justice System in Cornwall • Understanding of a recovery oriented approach to support delivery •
<p>Job Related skills</p>	<ul style="list-style-type: none"> • Understanding of confidentiality issues • Able to provide guidance in the area of life skills • Proficient in IT skills e.g. Office and use of proprietary software • Strengths Based Approach of working with vulnerable clients • Support Planning Experience with people with complex needs • Ability to organise and prioritise a varied work-load, keep accurate records and regular statistical returns. 	<ul style="list-style-type: none"> • Ability to facilitate groups and workshops • Monitoring and reporting Skills
<p>Other</p>	<ul style="list-style-type: none"> • Full driving licence and access to a vehicle • Satisfactory Enhanced DBS Certificate 	