

Role Profile: The What, The Where, The How

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

THE PURPOSE OF THIS ROLE IS TO

Flexibly and proactively manage a caseload (Bank colleagues would not typically hold a caseload) of individuals experiencing homelessness and/or complex needs, providing individualised, strengths-based support within the Psychologically Informed Environments and Trauma Informed Care frameworks.

Specific Accountabilities: The Nitty Gritty

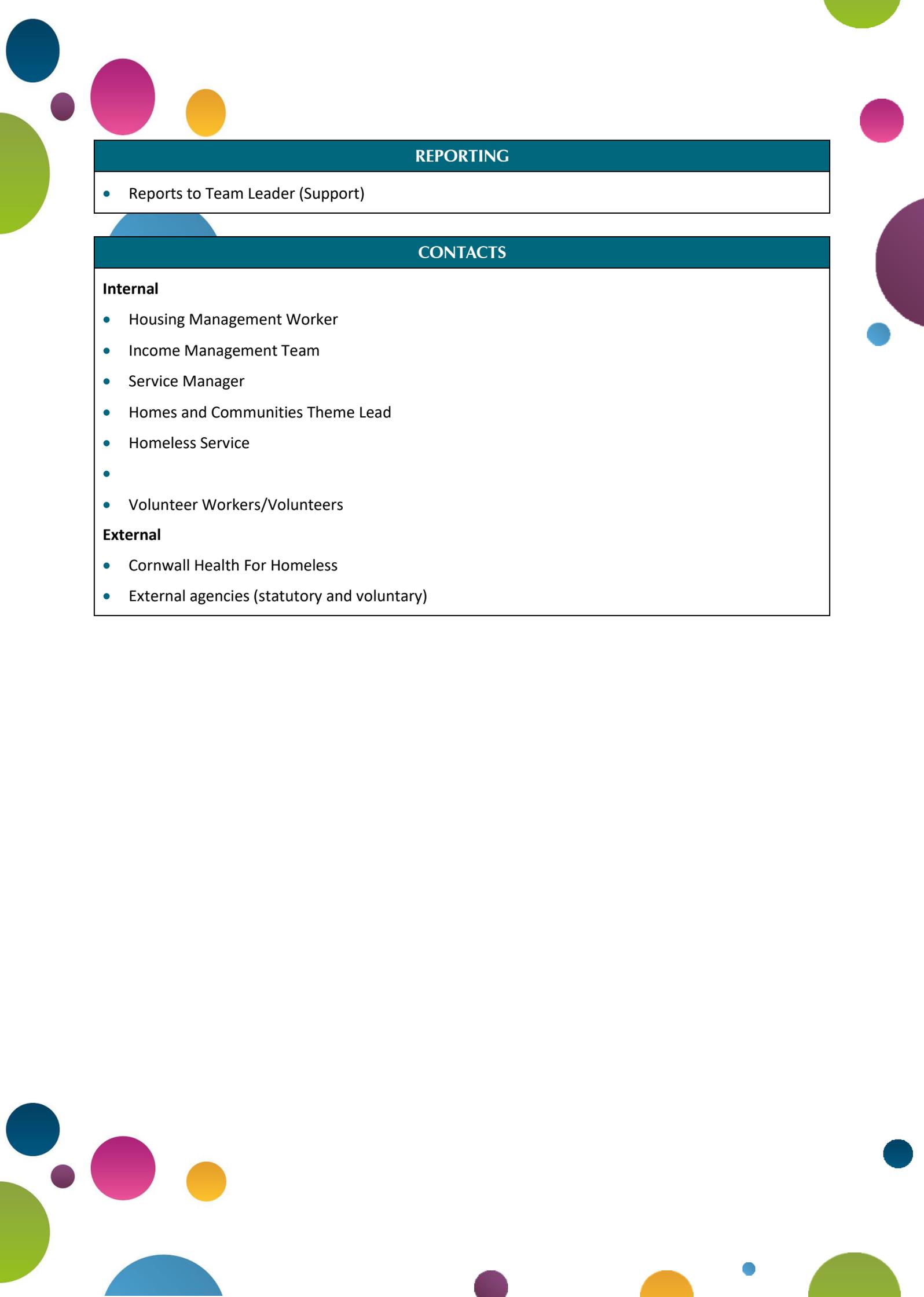
In the role, day to day, you'll be responsible for:

1. Delivering 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. Managing 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 successfully move these individuals through the service towards the most appropriate and independent accommodation.
3. Providing support and assistance to all clients, even if they are not part of the designated caseload.
4. Participating in the 'responsive worker' system, providing reactive and responsive support to clients at the point of crisis or emergency.
5. Contributing to ensuring a safe environment where risk management and positive risk-taking, safeguarding and safety are of the highest importance.
6. Ensuring an environment that offers respect and dignity to each service user.
7. Assisting in the delivery of good practice in the formulation, implementation and delivery of customers' individual support and risk management plans, including improvement to the self-management of health and wellbeing, increased independence living skills and engaging them in the local community network.

8. Ensuring effective communication of customer information internally and externally as required using approved electronic, written and verbal communication systems.
9. Arranging 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. Assisting in the delivery of procedures for the admission and induction of clients, and liaising and working in partnership with appropriate internal services and external agencies as necessary.
11. Participating in the decision-making process for evictions and attending evictions carried out by Housing Management, providing advice and support to the client about where they would be able to obtain assistance.
12. Assisting in the effective liaison and partnership working with appropriate external agencies as necessary, including community networks for outreach.
13. Ensuring efficient record-keeping and data collection at all times.
14. Assisting 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. Working towards being a support champion including, but not limited to: domestic violence, the criminal justice system, housing law, safeguarding, learning disabilities and trauma-informed care.

General Obligations: For All Of Us

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 Workers/Volunteers

External

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

Person Specification: The Who

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QUALITY	ESSENTIAL	DESIRABLE
Personal Skills:	<ul style="list-style-type: none"> • Demonstrate behaviours in accordance with Coastline's values: 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 of 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 life skills • Proficient in IT skills, such as Office and use of proprietary software • Strengths-Based Approach to working with vulnerable clients • Support planning experience with people with complex needs • Ability to organise and prioritise a varied workload, 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 	

