**Advice & Support Team – Case Worker**

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| **Job title:**  **Advice & Support Team Case Worker** | **Team:**  **Advice & Support Team** |
| **Accountable to: Advice & Support Team Manager** | **Line managing: None** |
| **Salary: £27,000**  **Pension**: (5% employer contribution conditional on min. 3% employee contribution) | **Hours: 35 hrs per week** |
| **Disclosure: Enhanced** | **Contract: Permanent** |

**Advice & Support Team description**

Providence Row’s Advice & Support Team is commissioned by the London Borough of Tower Hamlets, to work with individuals who are rough sleeping and those who are at risk of homelessness in the borough.

Our service is on the front line of both homelessness prevention and the local response to rough sleeping. The main emphasis of the service is to do everything possible to support people into appropriate accommodation in an area and community, which they have rights and entitlements to. This work is often done in partnership with other organisations, some of which are funded to help people move away from a life on the streets or which may operate in other sectors such as health.

We are looking for enthusiastic people who are keen to play a crucial role in engaging the people we work with to access services that will help them into accommodation and away from sleeping rough, living in insecure housing or circumstances whereby they are at risk.

**The role**

In order to support the achievement of the service aims, the Advice & Support Case Worker will:

1. **Deliver support to people who will be, or are at risk of rough sleeping, consistent with the values of Providence Row of respect, compassion, empowerment, justice and inclusion.**

* Liaise with relevant partners to accept and assess new client referrals into the service based on the agreed criteria.
* Complete assessments with those who self-present at the service for support
* Make referrals into safeguarding & specialist services, such as but not exclusive to - domestic abuse & sexual exploitation, adults social care, Hate Crime and Modern Slavery
* Agree plans, in conjunction with clients, to move into accommodation and access specialist services which will address the underlying causes of their homelessness. This may include:
  + - Advice and support with accommodation
    - Referrals into Statutory and Non-Statutory housing providers and obtaining necessary supporting documents to support housing applications
    - Support with benefits, maximising income and other money issues
    - Support to build the necessary skills to sustain accommodation
    - Reconnecting to a different area’s of the UK or communities
    - Accessing mental health, wellbeing or substance misuse services
    - Linking clients to primary health care
    - Referring to training and employability services
    - Regularly meet clients to review and update goals
    - Work with other agencies to provide joint support to clients where appropriate

1. **Ensure that all recording, evaluation and monitoring systems are used to demonstrate the impact of our work.**

* Record accurate data using the charity’s client database (Inform)
* Provide information and evidence to Managers to fulfil internal and external reporting requirements
* Participate in reviews and evaluations of work, reflecting on practice and continuously improving service delivery

1. **Promote the services of Providence Row through partnership working, networking and promotion of our work, building confidence and credibility in our work**

* Liaise with partners and key agencies to ensure that client action plans are met consistently and professionally
* Attend meetings with relevant agencies and undertake visits to services which will support successful client work.
* Participate in the promotion of the service to clients and key referring agencies, including providing input to promotional materials, making presentations about the service, disseminating literature etc.
* To build relationships with housing providers and the private rented sector, to increase the portfolio of affordable referral routes into accommodation.

1. **Contribute to the delivery of the Advice and Support Team Service according to business and operational plans, funding and budgetary requirements**

* Engage in the charity’s planning process each year, contributing to the continuous improvement of the Team.
* Provide information on good practice and developments
* Participate in learning and continuous professional development which will meet both individual and business needs.
* Contribute to review, improvement and implementation of Providence Row policies, procedures and systems, ensuring legal compliance and best practice.
* Work alongside volunteers with the role of adding value to the work of the service, providing supervision and support where necessary

**Other Duties**

* Take on occasional pieces of work as agreed between the Case Worker and the Advice & Support Team Manager as required. (Duties will fall within the scope of the post at the appropriate grade.)
* Attend evening and weekend meetings and functions as required.
* Work in accordance with the Charity's values, guiding principles, policies & procedures.

**Person specification**

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| **Knowledge and Experience** | |
| Knowledge and an understanding of a range of approaches to key working and case working with service users and the implementation of different agendas, such as personalisation, motivational interviewing and solution focused planning. | Essential |
| Experience of working with rough sleepers and the relevant legislative frameworks | Essential |
| Knowledge of the duties owed to the homeless under the Part VII of the housing act 1996 as amended by the Homelessness Reduction Act 2017 and the Homelessness Act 2002 | Essential |
| Experience of managing challenging behaviour | Desirable |
| Ability to work in partnership with other staff (both internally and from external organisations) to achieve good results with clients | Essential |
| Understanding and experience of working within professional boundaries | Essential |
| Excellent IT skills | Essential |
| Excellent verbal and written communication skills | Essential |
| Excellent time management skills and the ability to work to deadlines | Essential |
| **Attributes** | |
| The ability to take responsibility for professional development, attending training and development sessions to keep up to date with current housing issues and topics related to the post and to attend training in order to develop skills and competency. | Essential |
| **Competencies** | |
| Takes the time to understand difficulties without pre-judgement and with a view to overcoming them (Compassion) | Essential |
| Exercises the same degree of consideration and care for all those who come to Providence Row, whatever the reason (Respect) | Essential |
| Welcomes and seeks to involve everybody, whatever their background, presenting issues, ethnicity, nationality or faith (Inclusiveness) | Essential |
| Works *with* people, not *for* people, to enable them to realise their gifts, abilities and talents (Empowerment) | Essential |
| Acts fairly and promotes justice within the organisation and in relation to the needs and rights of people who use our services (Justice) | Essential |