

JOB DESCRIPTION

Job title	Housing Worker
Department	Substance Misuse
Reports to	Recovery Worker
Grade	Grade 3

Job purpose	<p>To assist in delivering TP's strategy for preventing homelessness through outreach work and liaison with housing providers.</p> <ul style="list-style-type: none"> To provide outreach housing interventions to the homeless in City and Hackney including advocacy, housing applications and referrals To support the development of housing pathways, protocols and partnerships To engage with housing providers and to be a point of contact for the service.
Key accountabilities	<p>Work flexibly in a variety of settings to create support plans that meet the needs of the service and clients including:</p> <ul style="list-style-type: none"> Developing strength-based support plans with individuals that are; comprehensive, person-centred and individualised based on a clear assessment of that individual's needs and circumstances. Involving individuals, partner agencies and their family/advocates in the planning of the individual's care. Completing accurate, person-centred and individualised risk assessments. <p>Deliver excellent person-centred interventions with individuals for whom we provide support within the Service in accordance with agreed support plans by:-</p> <ul style="list-style-type: none"> Undertaking regular assessment and support planning sessions. Regularly reviewing and, where required, updating comprehensive assessment and risk assessments. Providing person-centred services that reflects the rights, preferences and choices of individuals in an environment that is safe, healthy and maintains the individual's dignity and well-being. Providing an environment that is free from abuse or neglect, observing agreed safeguarding practices. Reviewing and monitoring the individual's progress through regular support/recovery plan reviews that ensure continued relevance of interventions. Engaging in regular 1-2-1 supervision <p>Ensure that the agreed quality objectives are met by prioritising, planning and organising own workload with reference to caseload plans agreed with your Line Manager.</p> <p>Contribute to effective financial management in own role by carrying out day to day activities and making workplace decisions that reflect an understanding of costs.</p> <p>Contribute to organisational growth and business development plans by being an advocate for Turning Point to clients, their families, stakeholders and other external contacts and partners through delivering on commitments and</p>

	presenting TP in a positive image.
	Observe Turning Point's information management strategy by;- <ul style="list-style-type: none"> Ensuring all data and information relating to own clients is accurate and shared in the appropriate way with key stakeholders. Inputting outcomes data and other information into corporate systems in accordance with stated policies and procedures.
	Carry out day to day tasks in accordance with stated policies, procedures and regulations to assist the service achieve its compliance obligations.
	Assist the effective flow of information within the team, with managers and external parties by passing on and seeking information required, raising unresolved concerns and taking an active interest in TP's internal communications.
	Deliver on role performance commitments and seek to maximise own learning and potential, by seeking guidance, support, coaching and training and capitalising on the range of development opportunities provided by Turning Point in accordance with your Skill Profile.
	Help the service to optimise its performance by making full use of and highlighting/suggesting improvements for the management of IT, facilities and other physical resources that impact on the day to day provision of services to clients.
	Project the desired image of Turning Point by;- <ul style="list-style-type: none"> Understanding and promoting TP's values and their application over all Turning Points operations. Demonstrating our values through your own day to day behaviour.
	Undertake any other duties within your capabilities that are relevant to the job and reasonably requested of you by your manager.

Dimensions	Direct reports	None
	Total staff overseen	None
	Internal contacts	Senior Recovery Worker, Locality Managers and Operations Manager. Some contact with managers in other Turning Point services.
	External contacts	Homeless, housing and associated statutory and third sector services
	Planning horizon	Short term planning of own work in accordance with caseload plans agreed with more senior staff.
	Problems solved	Client presenting issues with input from senior worker/OM when appropriate. Making independent decisions on client interactions within agreed policies, processes and procedures.
	Financial authority	To deliver role with an understanding of financial constraints.

PERSON SPECIFICATION

Job title	Homeless prevention worker	
Personal effectiveness	Essential	Desirable
	<ul style="list-style-type: none"> • Proven verbal and written communications that can be modified to different situations • Collaborative team working skills • Adaptable and resilient to work in a changing and challenging environment • Ability to deliver against agreed goals, targets and outcomes. 	<ul style="list-style-type: none"> • Coaching skills to support successful outcomes both with clients and colleagues and partner agencies • Able to communicate within a variety of settings
Technical effectiveness	Essential	Desirable
	<ul style="list-style-type: none"> • An understanding of the issues faced by homeless, rough sleeping and socially isolated/vulnerable people • Caseload management of a complex nature • Able to deliver client support in a person- centred way • Demonstrable skills and knowledge in assessing risk presented by clients to themselves and others • Harm reduction, suicide and self harm awareness • Wide and flexible range of client interventions • Management of incidents of a violent or aggressive nature 	<ul style="list-style-type: none"> • A working knowledge of housing law and eligibility to receive benefits and services for all members of the community.