



Everyone deserves  
a safe place to  
call home.

Company Limited by Guarantee number 1741926  
Charity Number 287779  
Registered in England as Single Homeless Project



Single  
Homeless  
Project

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<b>Job title:</b>	Assessment Coordinator
<b>Delegated Authority:</b>	Level 5
<b>Team:</b>	South London Young People's Services
<b>Responsible to:</b>	Service Manager
<b>Responsible for:</b>	N/A

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## Job purpose



Working within our 16 + services you will be providing housing support for young people who are owed a housing duty by the local authority.

The Assessment Coordinator is the conduit for young people to access the youth accommodation pathway in Greenwich. As well as triage and intake, the role supports young people by navigating their journey either by facilitating their safe return home, or into longer term suitable supported accommodation. This is done in conjunction with pathway colleagues, RB Greenwich and other accommodation providers.

The service aim is to improve outcomes and life quality for young people. We aim to enhance their ability to make use of external community and statutory resources. You will provide specialist assessment and interventions for a designated caseload. You will provide mediation where needed and advise / facilitate restorative work with the young person and their family.

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## Key accountabilities

### Referral, Assessment and Casework

- To conduct skilled and sensitive assessments focused on strengths as well as needs, with young people who may be ambivalent about taking up support and may have had difficult prior experiences with specialist services.
- Hold a caseload of the assessment centre cases, formulating and reviewing within the 8-week assessment period in association with social workers & other relevant leads, develop a support & safety plan that defines the basis for further interventions.

### Service Utilisation

- Oversee move-in / move-on, ensure that targets as detailed in the service specification are met and be responsive to the priorities of the local authority.
- Enable young people to acquire greater insight into their problems, identify potential solutions, and strengthen their readiness to change.
- Provide evidence-based interventions in one-to-one, groupwork settings and skills workshop formats; co-delivering the programme with colleagues from both SHP and external partner agencies.

### Assessment, Pathway Navigation & Stakeholder Relationship Building

- Maintain a comprehensive knowledge of the matrix of the borough's services; understanding each service speciality, its thresholds and referral protocols.
- Build and maintain effective relationships with all stakeholders, including other services and specialties within SHP, external agencies, treatment and accommodation providers, service user groups, peer-led groups, and mutual aid communities and concerned others.
- Convene and/or attend regular multiagency reviews to support the progression of multi-modality support plans as required and in consultation with service managers.

### Specialist Support to Return Home

- To provide specialist support to families as well as young people returning home, carrying out mediation where it is deemed safe and appropriate to do so.

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- To be able to write reports on the needs and progress of service users.

### **Day to Day Shift delivery**

- Contribute to the effective day to day shift cover that supports the aims of the Service and delivers effective wraparound support to young people.

### **Financial and Budgeting Support**

- Assist young people to acquire budgeting skills and set up basic bank and/or savings accounts. Supporting young people to maximise benefit entitlements and secure project income through the collection of rents and charges and the minimisation of arrears and void loss.
- Adhere at all times to organisational and local financial procedures.

### **Housing Management**

- To ensure that all voids are prepared and re-let in a timely fashion in order to maximise income receivable from rents and charges. Monitoring rent accounts using the SHP rent software and to identify any discrepancies in clients' accounts. Working proactively to resolve any issues and ensure rent collection is maximised.
- To monitor, record, report and follow up all maintenance issues within the scheme.

### **Information Management**

- In line with SHP's Client Contact Recording Policy and procedure, record all client contacts and casework outcomes appropriately and accurately.
- Contribute to service delivery and evaluation by ensuring relevant files and recording systems are up to date, and that key performance information is correctly recorded.

### **Safeguarding**

- To ensure SHP, RB Greenwich and national safeguarding procedures are adhered to at all times.

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- Using specialist knowledge of offending, substance misuse, mental health and other needs areas, contribute to risk assessment and risk management, and the raising of alerts in respect of children and vulnerable young adults.
  - And that dissemination of information acquired in performing this role is shared amongst colleagues/ managers, contributing to the overall safety and responsiveness of the schemes.

## **Health and Safety**

- To carry out Health & Safety duties as required and to take responsibility for the safe working of self and others and to ensure that local procedures around Lone Working and Fire are followed.

## **Miscellaneous**

- SHP is at discretion to amend your responsibilities and, in addition to these, you may be required to perform other duties as may be required for the efficient running of the organisation.
- To create inclusive working environments and cultures to enable colleagues and clients to feel safe and empowered to achieve their full potential.

# Technical and professional know-how needed for position

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**When completing your application, you will be required to address (using examples) some of the points below**

## **Experience and Knowledge**

- Relevant qualification or equivalent to minimum degree level in a relevant subject which could include psychotherapy.
- Knowledge of Ofsted's key principles for young people in supported accommodation and examples of how you can apply these principles in your work.
- An understanding and experience of applying effective ways of working with this client group, in particular YP's with mental health & attachment needs including emerging personality disorder & significant self-harm.
- Experience of working in a trauma informed and attachment focused way and a good understanding of the principles of this practice, and how they can be related to risk and needs assessment, planning, goal setting and reviews with young people.
- Experience of working with young people to develop life skills and support their involvement in meaningful activities.

## **Skills and Abilities**

- A demonstrable aptitude for working with at-risk young adults in a residential setting and ability to demonstrate through practice how 'Every Child Matters' relates to the young people living in our accommodation.
- An excellent level of numeracy, literacy and comprehension of welfare benefits for under 21's, rents and service charges, as well as an ability to be self-servicing in the use of computers to create letters, minutes & reports.
- An ability and willingness to work a rota that covers weekdays, weekends and bank holidays and may include early starts and late finishes.