PROVIDENCE ROW

HELPING HOMELESS AND VULNERABLE PEOPLE SINCE 1860

Job details

Job title	Advice & Support Team Case Worker
Contract	Full time, permanent
Hours	35 hours per week
Location	The Dellow Centre, London E1 7SA
Disclosure	Enhanced
Pension	Auto enrolment from day one into the People's Pension

Role purpose

- To support individuals who are rough sleeping and those who are at risk of homelessness in the London Borough of Tower Hamlets into appropriate accommodation
- To work in partnership with other organisations including health to help people move away from a life on the streets.

Key responsibilities

- Deliver support to people who will be or are at risk of rough sleeping.
- Work in partnership with Providence Row's Assessment and Reconnection Team, to identify and support clients who have a local connection to Tower Hamlets.
- Make statutory and non-statutory housing referrals dependent on the need and eligibility.
- Make referrals into safeguarding & specialist services, such as domestic abuse & sexual exploitation, adult social care, hate crime and modern slavery.
- To make referrals into Tower Hamlets and Pan-London local authority housing options services, using the Homeless Reduction Act.
- Agree plans, in conjunction with clients, to move into accommodation and access specialist services which will address the underlying causes of homelessness. This may include advice and support with accommodation, referrals into Statutory and Non-Statutory housing providers, support with benefits; accessing mental health, wellbeing or substance misuse services; linking with primary health care and referring to training and employability services.
- 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 (Salesforce In-Form).
- 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.
- 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.
- Participate in the promotion of the service to clients and key referring agencies, including making presentations about the service.
- To build relationships with housing providers and the private rented sector, to increase the portfolio of affordable referral routes into accommodation.
- 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.
- Work alongside volunteers with the role of adding value to the work of the service, providing supervision and support where necessary.
- Work in accordance with Providence Row's values, policies and procedures.
- Represent Providence Row at events, conferences and other meetings as appropriate, ensuring effective communication about our work and learning from good practice among partner organisations.
- Undertake other duties appropriate to the scope and grade of the role.
- Attend evening and weekend meetings and functions as required.

Person specification

Knowledge and Experience	
Knowledge of key working and case working with service users including personalisation, motivational interviewing and solution focused planning	Essential

Experience of working with rough sleepers and the relevant legislative frameworks	Essential
Knowledge of 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 including Word, Excel and PowerPoint	Essential
Excellent written and verbal communication skills	Essential
Commitment to the core values of Providence Row and a passion for working with people impacted by homelessness	Essential
Competencies	
Good attention to detail, ensuring accuracy and precision in all tasks and documentation	Essential
Able to work to deadlines and within defined standards	Essential
Is proactive and takes the initiative to gain the information needed for the role, with a flexible and “can do” attitude	Essential
Independently able to identify challenges and use initiative to implement effective solutions	Essential
Can communicate and negotiate professionally and effectively with a range of internal and external stakeholders	Essential
Demonstrates emotional intelligence, understands the needs of others and recognises the impact of their behaviour on others	Essential
Takes the time to understand difficulties without pre-judgement and with a view to overcoming them	Essential
Exercises the same degree of consideration and care for all those who come to Providence Row, whatever the reason	Essential
Welcomes and seeks to involve everybody, whatever their background, presenting issues, ethnicity, nationality or faith	Essential
Works with people, not for people, to enable them to realise their gifts, abilities and talents	Essential
Acts fairly and promotes justice within the organisation and in relation to the needs and rights of people who use our services	Essential
Is accountable, trustworthy and dependable for their own performance	Essential