



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

Job title: Caseworker – Roma Community

Delegated Authority: Level 5

Team: Tenancy Sustainment Team (TST North)

Responsible to: Team Manager

Responsible for: N/A

Job purpose



The TST PRS service supports people with lived experience of homelessness who move into new Private Rented tenancies across North, West and East London. TST PRS Caseworkers are responsible for leading on a strength-based Welcome assessment of clients' needs, onboarding clients by identifying present and underlying support needs, and support clients to move in and settle into their Clearing House accommodation, setting up clients' homes according to predefined TST standards.

TST PRS are looking for a Roma Worker who will deliver targeted and specialist casework support to Roma clients who have recently moved into PRS housing. The Roma Worker will develop best practice in casework by delivering culturally sensitive and specific support that enables Roma clients to sustain PRS accommodation and avoid a return to homelessness.

The Roma Worker will manage a caseload of Roma clients, offering frequent, outcome focused and in person support to support Roma clients to develop their independence and resilience in managing and sustaining their PRS Tenancies. Support is delivered in client's own homes and across community locations, and will be delivered on both a 1-1 basis and also in partnership with key stakeholders, including other specialist Roma support services.

The successful candidate will have either current knowledge, or the willingness to learn, of the specific needs of Roma clients, and of Roma Culture. It would be desirable for the successful candidate to possess Romanian / Romanese and related language skills.

Key accountabilities



Assessment and Case Work

- To conduct strengths-based Welcome Interviews with Roma clients using a range of specialist assessment and personalised support planning tools.
- To co-produce initial support, safety and move-on plans with clients, and to engage clients in the assessment and support planning process.
- To record and update SHP's Inform database with relevant information, including contact with and about clients, and ensure Inform records adequately represent clients' Physical Health, Mental Health and support needs.
- To assess client risk and develop risk management strategies with the client and other services who deliver mutual support.
- To support clients to achieve Social, Financial and Health Inclusion, supporting clients to access, liaise and maintain contact with Benefits services, health agencies and other services where needed.
- To work with a range of agencies to ensure all clients have access to relevant statutory and non-statutory services.
- To work in partnership with specialist Roma support services to provide focused and holistic support to Roma clients.
- To develop specialist knowledge in line with identified specialist role and support the wider team, acting as a point of reference and expert knowledge.
- To accompany clients in person to visits and to other services where appropriate.
- To identify and assess current and underlying or unmet physical and mental health needs for clients, supporting clients to access and engage with health services to better manage their health and wellbeing.
- To build positive relationships to provide high level support and care to those with underlying health needs. Aiming to improve client understanding and access to the care they need and to enable them to engage and maintain treatment with healthcare.
- To advocate for the health needs of individuals and to identify and record any recurring service or system-level barriers that are preventing access to health care for clients.

Duty Worker Role

- To be duty lead within a rota, including dealing with the referral inbox, phones, post, and all other duty enquiries.
- To deal with the immediate support needs of clients as appropriate, providing crisis intervention where necessary.

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- To support colleagues in diffusing difficult or dangerous situations and to summon outside assistance when necessary.
 - To be supportive of your colleagues including during times of crisis.

Working with Roma Clients

- To deliver culturally sensitive and specific support to Roma clients who have moved into Private Rented Housing.
- To identify specific and additional needs that Roma clients may have in managing and sustaining independent housing in the Private Rented sector, and to work to address their needs to enable tenancy sustainment.

Needs Assessment & Action Planning

- To regularly review and update needs assessments and support & safety plans to include distance travelled by clients for each need, highlighting support actions to take forward.
- In partnership with the client and any significant others involved in their support, the caseworker will translate assessed need into action plans that are SMART and promote progression and independence.

Financial and Administrative Duties

- To keep accurate daily records of client welfare budgets and other project monies.
- To maintain a high standard of record keeping including recording outcomes achieved for funding purposes and keep all financial and administrative systems up-to-date and in line with policy.
- To ensure that all written work both for internal and external use is of a high standard.
- To participate in taking Housing Benefit / Universal Credit forms directly to the housing benefit / DWP office or upload online as needed.

Information Management and Data Security

- Ensure that all recording processes are followed with regards to the referral process. In line with SHP's Client Contact recording policy and procedure, to record all client contacts appropriately and accurately on the In-form database.
- To contribute to effective service delivery and evaluation by ensuring all relevant files and recording systems are up to date and that key performance information is correctly recorded.
- Comply with organisational requirements to protect personal and confidential information, supporting the management of information security risks.

Partnership Working

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- To work in partnership with other SHP Departments and external community agencies in order that client needs are assessed and can be met.
 - To take personal responsibility for a professional approach that enhances the reputation of the service at the project both internally and externally. Internally these departments should include Quality, HR, ETE and Finance.
 - To work in partnership with SHP staff including team managers and senior caseworkers in the delivery of support.
 - To work in partnership with Trainees, Student Social Workers and volunteers to support their continued development in the team and service.

Social Inclusion

- To support individuals to work towards gaining greater independence through participation, at service and organisation level and within the wider community.
- To work with volunteers, peer mentors, Roma specific services and other specialist services to promote community engagement and social inclusion.
- To promote the service's internal feedback methods such as the complaints procedure and to respond positively to suggestions.
- To take personal responsibility for feeding back to colleagues/managers any information or comments that would contribute to ensuring the service is relevant and responsive.

Client use of time

- Work with clients to identify activities that they would like to take part in to prepare them for independence and include in needs assessment and action plans. Also, to ensure clients are assisted to access such activities internally/externally.
- Take part in organising, facilitating and delivering activities, drop-in sessions or groups in response to identified client needs or as part of a project wide programme of group work.
- To support clients that are ready to move into work, education, or training by assisting them to access suitable courses or placements.

Health and Safety

- To be aware of the roles and responsibilities and work in accordance with SHP's H&S Policy and the law around H&S at work.
- To take responsibility for the safe working of self and others and to ensure that local procedures around Lone Working and Fire Safety are followed.
- Attend relevant training and seek specialist advice as necessary to meet responsibilities.

Safeguarding Children and Vulnerable Adults

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- Committed and fulfil duties to safeguard children and vulnerable adults in line with SHP policies.
 - Report and action safeguarding concerns for children and adults at potential or actual risk of harm and neglect in line with SHP Policies and relevant legislation.

Teamwork/ Personal development

- To be flexible, to share skills and knowledge and support colleagues.
- To participate in team meetings, supervisions, performance reviews and training by being fully prepared, ready to share and discuss ideas and offer solutions.
- To take personal responsibility for own ongoing development and learning.

Miscellaneous

- Proactively review and evaluate own performance, identifying and acting upon areas for improvement and development.
- 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



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

Experience and Knowledge

- Knowledge, or willingness to learn, of the culturally specific needs of Roma culture and Roma clients in managing a Tenancy and avoiding homelessness.
- Ability to use Romanian/Romanese or related language to contact and communicate with Roma clients, or ability to access appropriate resources to achieve this.
- In-depth understanding of client needs assessment and resettlement into new Private Rented Accommodation.
- Understanding of how to capture and record data to track client progress, outcomes, and service performance.
- A knowledge of, and willingness to learn, about common health issues & the barriers to health access that people experiencing homelessness may encounter.
- Knowledge of other housing pathways and Move-on routes for people who need or want to move on from Private Rented Housing, including physical and mental health pathways & access to alternative provisions.
- A demonstrable level of experience and understanding of the range of approaches appropriate to working with any of the following needs:
 - Mental and Physical health & wellbeing
 - Current drug and / or alcohol use
 - Safeguarding and Risk Management / Safety planning
 - Social Inclusion
 - Financial Inclusion
 - Tenancy related support e.g. Managing Bills / Debts / Arrears, Anti-Social Behaviour

Skills and Abilities

- Ability to advocate for the needs of Roma clients moving into new Private Rented accommodation, enabling clients to achieve a successful and sustained transition into independent housing.
- An enthusiasm and well-developed skill for placing people we support at the heart of service delivery and in co-producing support and safety plans and goals with clients.

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- Ability to use a range of personalised assessment and support planning tool and approaches, including motivational interviewing, strengths based and trauma informed support interventions, to deliver best practice initial assessments and casework to clients.
 - Ability to deliver successful move in and resettlement support to enable clients to settle into and manage their own tenancy, to predefined SHP standards.
 - The ability to motivate people to move towards an appropriate level of independence and inclusion.
 - Ability to reflect on own and service's performance and ability to change own or service's approach to service and support delivery where this will be beneficial to clients.
 - Ability to effectively liaise with a range of service providers and agencies to establish or improve services for clients.
 - Ability to be self-motivating and work under pressure, manage time effectively,
 - prioritise tasks appropriately and produce work of a high standard.