

Job Description

Post:	Complex Case Outreach Worker
Contract:	1 year Fixed Term Contract
Salary:	£33,277 - £34,864 pa (NJC scale range 19-22) inc LW + pensions and other benefits
Hours:	35 hours/ week excluding breaks- Monday – Friday daytime model, working primarily between 8:30 am- 4:00 pm with flexibility for when needs arise outside of these hours. Shifts will be coordinated alongside partner services. You will be expected to assist with night-time street counts 4 time per year)
Annual Leave:	34 days per year, including Bank/ Statutory Holidays (pro-rata for parttime)
Probation Period:	6 months
Period of Notice:	4 weeks
Responsible to:	Engagement & Outreach Service Manager

An enhanced DBS check is required for this post as the post holder will be directly working with vulnerable adults

THE PASSAGE RESOURCE CENTRE

The Passage Resource Centre provides a safe environment for those who are sleeping rough and insecurely housed. We provide a support service for those who are seeking to moving away from the streets and for those new to homelessness services. The Passage Resource Centre strives to be a positive engagement space for change and recovery.

We aim to provide the highest quality support to individuals who find themselves sleeping rough or experiencing homelessness in Westminster. The Passage Resource Centre provides a safe and welcoming space for people, whilst working towards a positive outcome to their situation. We focus on developing therapeutic relationships with our service users so they can be fully involved in setting goals and tailoring their support plans, enabling them to overcome negative cycles of behaviour and experiences.

The Resource Centre continues to develop effective engagement by using psychologically and trauma informed ways of working with our clients as we embark on new and innovative ways to support meaningful and lasting recovery.

The Passage is responsive to the needs and experiences of the homelessness community across Westminster. We regularly review and adapt to the challenges that the people we support are facing so that we can provide more effective and efficient services that help people to find a sustainable route off the street. We are seeing an increasing need amongst those experiencing homelessness for specialised support around substance use and mental health. In response to this identified need The Passage recently developed a new innovative service combining our well-established Community Intervention Team and Health & Wellbeing Team, to form the Engagement & Outreach Service. The service takes an assertive outreach approach to working with entrenched rough sleepers with complex needs, as well as those who are accommodated but engaged in street activity and struggling to engage with support around mental health and substance use. The Complex Case Outreach Worker role, will sit within this team, supporting individuals experiencing homelessness who are accessing the Resource Centre or presenting within the footprints in which the team operate.

JOB PURPOSE

The post holder will work within The Passage's Community Services as a Complex Case Outreach Worker and will lead on case management for people experiencing homelessness who are presenting in the footprints in which the team operate and/or who are accessing the Resource Centre. The postholder will support individuals with substance use support needs and/or mental health issues and will lead on work with clients who are experiencing alcohol and/or drug dependencies and who may also be experiencing mental health problems or other health or social care needs.

The post holder will carry a caseload of clients including a complex case load, supporting individuals whose route away from the streets may take time and require a multi-agency approach. The Complex Case Outreach Worker will also casework clients presenting in the footprints in which the team operate, including the Victoria BID, Victoria Station and Baker Street footprint, building trust with clients to ultimately support clients from street to home and help reduce rough sleeping and daytime activity across the footprints. The post holder will work with external and internal services to support clients into sustainable accommodation or to re-engage with accommodation that is open to them.

This post entails working in a street-based and Resource Centre setting, and will involve carrying out daily outreach, with additional targeted shifts based on need. The post holder will be required to work in a creative and flexible way to engage with entrenched service users, building trust in both settings, coordinating with other professionals and services, including colleagues in the Engagement & Outreach service and EASL (Enabling Assessment Service London) who form part of the service.

The role will involve taking a holistic approach to working with service users who present with complex needs and without a straightforward route off the street as well as managing challenging behaviour at times. The work will involve developing knowledge, skill and expertise in working with clients at varying stages of their recovery and journey away from the streets, providing case advice and support to colleagues working with complex cases. The post holder will assist the team to facilitate groups that support recovery, and share learning

though the delivery of training and development of resources that can be shared across the organisation.

MAIN TASKS

- Responsible for carrying out daily outreach in the footprints in which the team operate including Victoria BID, BSQ and Victoria Station. Work collaboratively with partner agencies and colleagues within the Engagement & Outreach team to increase opportunities for positive engagement with transient individuals who are moving in and around these areas, to assist with ultimately reducing homelessness and associated daytime activity in these areas. The postholder will be responsible for carrying out additional targeted shifts as necessary.
- To manage a caseload of clients presenting within the footprints in which the Engagement & Outreach service operate and individuals who are accessing The Passage Resource Centre. To support clients with complex needs, supporting them to identify and work towards recovery and away from homelessness.
- Carry out assessments, case management, support planning and the delivery of interventions for clients including those experiencing mental health and/or substance misuse issues who are multiply-disadvantaged in their homelessness.
- Provide assertive outreach and engagement with street-based service users presenting with complex needs and barriers to engagement. Carry out monthly street-based audits to inform reporting and analysis of service outcomes.
- Support clients who are rough sleeping or involved in day time activity in the footprints in which the team operate to end their homelessness by linking them in with appropriate internal and external support services relevant to their needs. To provide support to clients who are accommodated, but may require ongoing support in order to maintain this accommodation, linking them in to appropriate local services.
- To maintain positive and effective relationships with partners to provide holistic support for clients with a multi-agency approach. To provide a presence at relevant meetings, both internally and externally, to represent the Engagement and Outreach Service to develop and build on existing working relationships across the borough.
- To work with the Community Safety & Engagement Worker to proactively support individuals away from hotspot areas allowing for more meaningful and safer engagement to encourage a move into services and away from the street. To assertively engage with the street community, building trust and rapport with each individual to encourage uptake in support services and to work collaboratively with the team's Community Safety and Engagement Worker to share intelligence around ASB as required and where necessary. The postholder will be expected to understand the parameters whereby we have a legal obligation to share information and will be supported to explore training and development opportunities to aid this.
- To provide expert advice and guidance to colleagues across the organisation in their work with complex needs service users. To deliver training and information to client facing staff

across the organisation on topics related to positive engagement and or mental health and substance use.

- To work with people who are not ready to access treatment, to encourage and motivate them to consider options available to them, and to support clients who lack confidence/motivation to make positive changes in their lives.
- To work in a psychologically and trauma informed way with clients with complex needs to deliver thorough needs led assessments and harm minimisation, and offer accurate and effective interventions. To liaise with other agencies, such as treatment and primary care services, and other community-based services in order to secure appropriate care and support for clients.
- To carry out focused outreach shifts across Westminster with the statutory Outreach Service, the Joint Homelessness Team (JHT) and EASL as required.
- To work offsite as required, including accompanying clients to other services and appointments as necessary.
- To develop methods of working with people with dual diagnosis/complex needs in liaison with other members of the team.
- To support the team to develop, promote and facilitate informal group work sessions focused on supporting clients to start to work towards recovery.
- To develop the service to meet the needs of this client group, responding to emerging needs, in conjunction with the Engagement & Outreach Service Manager and other members of the team.
- To ensure that all clients are offered health education information, including selfhelp/mutual aid groups to enable them to make informed choices.
- To provide advice and support to clients to enable them to improve their health and wellbeing focusing on mental health, physical health and substance use.
- To link clients to specialist agencies, such as substance misuse, mental health services, welfare rights, advocacy, medical and legal services as appropriate.
- To ensure accurate and timely record keeping using the INFORM database as well as client files and ensure all record keeping is kept securely in line with GDPR protection.

GENERAL RESPONSIBILITIES

- In conjunction with your Line Manager to continuously develop the role to ensure that all tasks are being undertaken in an effective and appropriate manner which meets the strategic aims and objectives of The Passage.
- To participate in internal/external meetings as required, and attend training events, conferences and other functions as necessary.

- To participate in regular supervision and annual appraisal and help in identifying your own job-related development and training needs.
- To ensure that all The Passage policies and procedures are being adhered to.
- To contribute to the effective implementation of The Passage's Diversity and Equality Policy as it affects both The Passage and its work with vulnerable adults.
- To at all times undertake your role in a professional manner maintaining a high quality standard of work, and to always work in accordance with the aims, values and ethos of The Passage¹.
- Undertake any other duties that may be required which are commensurate with the role.

Note: The details contained in this Job Description summarise the main expectations of the role at the date it was prepared. It should be understood that the nature of individual roles will evolve and change as service, service users and funders needs change. Consequently, The Passage will revise this Job Description as required in consultation with post holders.

DISCLOSURE AND BARRING CHECKS

The Passage aims to promote equality of opportunity for all with the right mix of talent, skills and potential. The Passage welcomes applications from diverse candidates. Criminal records will be taken into account for requirement purposes only when the conviction is relevant.

As The Passage meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants who are offered employment will be subject to a criminal record check from the Disclosure and Barring Service before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.

¹ **Vincentian Ethos** As a Vincentian organisation, The Passage strives to be inclusive; encompassing a diverse and rich culture from within our members, clients, volunteers and staff. This approach is reflected in our core Values and it is important that all staff have respect for this. (refer to full Vincentian Ethos Statement).

Person Specification

Complex Case Outreach Worker

This person specification sets out the essential abilities and qualities which are used in the selection criteria for the post. When completing your supporting statement please address criteria E1 to E6 and K1 to K7 demonstrating your understanding and knowledge and give evidence of your experience and abilities.

EXPERIENCE

- E1 Significant experience of delivering support services to socially excluded clients in a street based/day centre or similar setting.
- E2 Significant experience of working in a mental health and/or substance misuse setting, working collaboratively to achieve positive outcomes for clients.
- E3 Experience of providing a fully sensitive and responsive service to clients in a psychologically informed manner.
- E4 Experience of working cooperatively with external partner agencies, e.g. Police, Social Services, NHS, as well as housing providers and voluntary agencies.
- E5 Experience of assessing client needs and supporting clients to address their needs through assertive outreach and case management.
- E6 Experience of working in a client-centred recovery focused approach and the necessary professional social skills to initiate and maintain constructive and appropriate relations with clients and agencies.

KNOWLEDGE

- K1 Understanding the support needs of the street populations with complex health, and housing needs.
- K2 Knowledge of services and legislative environment regarding housing, health, work and immigration as it relates to people experiencing homelessness.
- K3 Ability to communicate, both verbally and in writing and collate and evidence work and outcomes using case management databases.

- K4 Knowledge of Psychologically Informed Frameworks
- K5 An understanding of the causes of homelessness and, in particular, the needs of people who are multiply-disadvantaged in their homelessness.
- K6 Knowledge of housing pathways available to dual diagnosis clients and how to access them.
- K7 A working knowledge of how to support people with either substance or mental health needs.

In addition to the above the following table indicates the standard expectations that all employees/workers are to work towards.

1 Vincentian Values and Integrity	
Maintains social, organisational and ethical values in all actions	
2 Personal effectiveness	3 Continuous Improvement
Motivated, adaptable, perseverant and accurate.	Recognising the need for action or change, and taking the appropriate action without needing to be told.
4 Problem-solving and decisionmaking	5 Maintaining and using systems
Ability to use logical processes for solving problems and making decisions.	Uses and contributes to organisational systems accurately and efficiently
6 Needs led services	7 Equality, diversity and rights
Focused on views and needs of clients and effective quality driven psychologically informed service delivery.	Promotes equity and diversity, upholding the rights of clients, staff and volunteers
8 Communication	9 Team working
Written and oral communication is concise and accurate.	Committed and reliable member of team and understands impact of role on others
10 Relationships with Others	11 Safeguarding
Ability to build up and maintain a network of internal/external contacts who can help achieve service goals	Committed to working in an environment that supports the safeguarding of clients