



Job Description

Community Practitioner (Daylight Day Centre)

About The Connection

When you work for The Connection, you're part of a life-changing team. We help people sleeping rough in the heart of London. It can be a long journey off the streets, and it's not an easy path. We get to know every individual, so our approach can tailor to what they need. We don't do one size fits all, and we don't give up when things get tough.

Working here means being open-minded, resilient, and pragmatic. It means being willing to go the extra mile and stick with people through thick and thin. It means being part of a team who really care about the individuals we support, and who are creative about finding better ways to help them.

Together with our donors, volunteers, and partners, we are a supportive and vibrant community who are determined to make a real difference. We believe that no one should have to sleep rough on London's streets and that everyone should get the support they need to find a place to call home.

About the Role

Daylight Women's Day Centre is an exciting new service providing a place of safety and support for women who are long term rough sleepers in London. We want to reach women who have experienced abuse, mental illness, addiction, poor physical health, unclear immigration status and homelessness. Our support will improve their health and wellbeing and enable them to move away from the streets.

Daylight has been designed based on findings from the CHAIN rough sleeping data for London and the Women's Rough Sleeping Census. This evidence highlights the importance of single gender services for women who hide from mainstream provision dominated by men. Daylight will reflect the Connection Theory of Change, building relationships of trust with people who have no confidence in most health and social care services. Therefore Trauma Informed Care lies at the heart of everything we do.

As part of our creative and committed team, you'll play a key role in:

- Building trusting relationships with women facing multiple exclusion and who are rough sleeping in London.
- Understanding the needs of the women accessing Daylight, providing harm minimisation support, access to healthcare and treatment.
- Helping women to move into accommodation and away from the streets
- Developing strong working relationships with a wide range of partners, ensuring The Connection's Daylight service is a highly respected part of the response to women's rough sleeping in London
- Implementing this pioneering new service and sharing our learning with others



You will have experience in delivering psychologically, gender and culturally informed services to women who are experiencing street homelessness. You will be committed to embedding co-production in our service design and engaging volunteers in service delivery.

Responsible to:	Daylight Team Leader and Service Manager
Responsible for:	Clients; volunteers as required
Liaison with:	Outreach services, health and treatment services, specialist women's service providers, local authority Housing Departments, commissioners, DWP, etc.
Job Purpose:	• Supporting high-quality service delivery in DayLight. • Working proactively with referral partners, welcoming new clients into the service and diverting clients who don't meet the criteria to alternative sources of support. • Developing trusting relationships with DayLight clients, supporting them on their journeys out of homelessness. • Delivering high-quality service provision demonstrating strong organisational skills. • Developing and adopting joint-working approaches with partners
Salary	£36,380 - £40,682 (Scale Points 19-25)
Contract:	Full-time position

Responsibilities

1. Supporting high-quality service delivery in Daylight

- Deliver a psychologically, gender and culturally informed day time support service, reflecting best practice in women's day service provision.
- Embed the principles of "The Connection Model" in all service delivery including volunteering, client involvement and incident management.
- Exercise the required professional curiosity to prevent, detect and respond to abuse and exploitation, ensuring the right safeguarding processes are used across the team.
- Contribute to the delivery of the team's core service outcomes, regulatory and funding requirements, including DAHA and internal quality assurance standards.



2. Working proactively with referral partners, welcoming new clients into the service and diverting clients who don't meet the criteria to alternative sources of support.

- Liaise with referral partners to encourage a target group of women to access Daylight.
- Welcome new clients into the service, aiming to understand their needs, often over time rather than in a single meeting, and always in a way that takes into account their psychological wellbeing, and readiness for engagement
- Signpost women who don't meet Daylight criteria to alternative sources of support.

3. Developing trusting relationships with Daylight clients, supporting them on their journeys out of homelessness.

- Recognise and respond to immediate needs of clients, providing harm minimisation advice and support, healthcare and access to therapeutic groups & activities.
- Support clients who experience multiple exclusion by building supportive, trusting relationships
- Co-produce personalised support plans with clients which are realistic and enable them to progress towards their goals, including plans around risk management and safeguarding
- Participate in the delivery of a range of groups and activities, to enhance engagement, wellbeing, and community connection for our clients.
- Follow a strength-based and psychologically informed approach to all interactions, including incident management.
- Support clients to access relevant external and internal services, including but not limited to support with benefit applications, health, making referrals to housing and other specialist support
- Support clients through transitional periods by working closely with them to manage change, physically accompanying them into new environments, and helping them build relationships with wider external support networks

4. Delivering high-quality service provision demonstrating strong organisational skills.

- Contribute to the monitoring of the service, recording all support activity with clients, using both quantitative and qualitative data collection and analysis.
- Comply with policies and procedures aligned with regulatory standards including UKGDPR, Safeguarding and Health and Safety.
- Manage, or oversee the management, of volunteers adding value to the team
- Keep client records and files up to date in line with CSTM Policies and Procedures
- Provide the appropriate evidence and information related to client and staff expenses, respecting the service budget and making good use of resources.
- Involve clients in the design, development and delivery of DayLight

5. Developing and adopting joint-working approaches with partners



- Work closely with health, treatment, accommodation, benefits advice and other relevant agencies to support women away from rough sleeping.
- Participate in and, where appropriate, lead cross-organisational learning and reflective groups to develop innovation and best practice.
- Research best practice and undertake visits to other services to learn and continuously improve.
- Attend relevant external networks, sharing information and knowledge, promoting the new service and encouraging engagement in Daylight by other organisations where appropriate.
- Act as an ambassador for CSTM, promoting the Daylight approach and learning, building confidence through excellent service delivery.

6. Actively contributing towards a highly effective team.

Be a role model to the team demonstrating values-based practice and championing the organizations cultural values, expectations, and behavior: **Being Curious**, promoting **Psychological Safety**, strengthening relational **Togetherness**, Maintaining, and promoting **Motivation**.

- Engage positively with:
 - With team learning, reflection, and continuous improvement activities.
 - Regular 121s, training, and team/organisational meetings.
- Engage with and support:
 - CSTM charity's fundraising activities.
 - Coproduction opportunities internally and externally to shape service/system change improvements.
- Comply with all operational policies and procedures related to your work including health and safety and equality policy.
- Support and deliver co-produced activities and groups to support recovery.

The above list of duties is not exhaustive. The post holder may be expected to undertake other tasks commensurate with the scope and grading of the role.

Person Specification

Knowledge
Strong knowledge and understanding of the causes of women's homelessness, and in particular rough sleeping
Knowledge and understanding of the barriers experienced by women with interconnecting needs, such as complex trauma, substance dependency, and mental health
Knowledge and understanding of safeguarding, data protection, health and safety and other key policy areas associated with services for women experiencing severe and multiple disadvantage
Up-to-date knowledge of housing, homelessness and related legislation.



Up-to-date knowledge of relevant external agencies (health, welfare, criminal justice etc.), resources, and accommodation options that can support women who are sleeping rough
Good knowledge of psychological, gender, and culturally informed approaches to support women with interconnecting needs, as well as other best practice approaches
<i>Desirable, but not essential, proficiency in a second language other than English (eg Polish, Romanian, Russian, Arabic)</i>
Experience
Experience in providing support to women with inter-connecting needs, including homelessness and/or rough sleeping
Experience in responding proactively and appropriately to safeguarding and risk concerns
Experience in multi-agency working with statutory and voluntary sector partners
Experience in creating opportunities for co-production with clients to co-design and improve service/system provision
Skills and Attributes
The ability to implement values-based practice in line with The Connection Way of Working, including cultural values, expectations, and behaviour: Being Curious, Safe, Together and Motivated
The ability to work effectively as part of a multi-disciplinary team
Organised, able to prioritise, and able to manage a complex workload with autonomy.
The ability to communicate information effectively, both verbally and in writing, to clients and colleagues
Ability to develop and nurture internal and external relationships, in order to create new opportunities for the women we support.
The ability to manage personal and sensitive information about individuals in accordance with CSTM's policies and procedures, and to observe the duty of confidentiality
The ability and willingness to travel to locations across London (central location Westminster)
Strong skills in data input and review (including good IT skills)
The ability to demonstrate resilience and respond appropriately and effectively when faced with challenging behaviour
The ability to exercise initiative and work under pressure.
A willingness to work flexibly, including occasional evenings and weekends as required