

**Job Description: Enhanced Support Worker (Enhanced Support Service)**

**About The Connection**

When you work for The Connection, you are 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 is not an easy path. We get to know every individual, so our approach can tailor to what they need. We do not do one size fits all, and we do not 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 cares 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**

The Enhanced Support Service is a multi-disciplinary team who provides person-led, long term support to people experiencing street homelessness and interconnecting needs. People eligible for the service are identified/ referred from The Connection Community (our wider group of service users regularly accessing CSTMs day centre). The team have small ‘caseloads’ and support the person from street homelessness to a new home with a community of support.

You will have substantial experience in delivering a person-led, psychologically, gender and culturally informed service to people who are street homeless. You will be excellent at building and strengthening trust in relationships. You will be a problem solver, with a positive attitude towards change and service development.

You will also have the personal credibility to build confidence in the wider community and across partnerships. You will be both strength-based and solution-focused, developing and enhancing the relationships with a commitment to embed coproduction into The Connections services.

<b>Responsible to:</b>	Service Manager/ Team Leader
<b>Liaison with:</b>	Hostels, Accommodation Providers, statutory and voluntary organisations across London, Outreach services, Managers, and other internal staff.
<b>Job Purpose:</b>	<ul style="list-style-type: none"> <li>• Delivering person-led, psychologically informed, strength-based wrap-around support for people experiencing homelessness and multiple needs.</li> <li>• Developing and nurturing strong relationships internally and externally</li> <li>• Providing an advisory service through a duty lead system for people from The Connection Centre Community</li> <li>• Monitoring and evaluation of service delivery to demonstrate impact and build a business case for service development.</li> <li>• Actively contributing towards a highly effective team</li> </ul>
<b>Salary</b>	Scale Points 23-28 - £36,159-£40,731
<b>Contract:</b>	Permanent Full-time position

## 2 Responsibilities

### 2.1 Delivering person-led, psychologically informed, strengths based wrap-around support for people experiencing homelessness and multiple needs.

- Deliver tailored, high-quality personalised packages of care and support to people experiencing homelessness and multiple interconnecting needs.
- Provide a strength-based and psychologically informed approach to a 'case management'.
- Support a person in their journey from sleeping on the streets to stable accommodation.
- Support and advocate with people to understand their housing rights.
- Support a positive and smooth transition between workers/services with people moving into accommodation.
- Support a person in the building of community networks.
- Provide harm minimisation in all interactions
- Advocate and facilitate access a range of support and accommodation services including (and not limited to) drug and alcohol recovery services, mental health services, and primary care.
- Provide a strengths based and psychologically informed approach to all systems including incident management.
- Prevent, detect, and respond to safeguarding concerns, implementing safeguarding policies and procedures for people who are at risk.

### 2.2 Developing and nurturing strong relationships internally and externally.

- Develop and adopt joint working approaches with multi-disciplinary partners to enhance service offers for people.
- Develop and contribute to multi-agency plans and networks.
- Support the development and implementation of common approaches with colleagues across the team/service, sharing learning and best practice, and engaging with the concept of systems change.
- Participating in initiatives to improve pathways into services in conjunction with partners.
- Participate in working groups to continue to evolve and improve the service model at CSTM.

### 2.3 Providing an advisory service through a duty lead system for people from The Connection Centre Community

- Deliver a fast-paced and dynamic 'duty lead' advisory service for people with different needs in The Connection Centre Community.
- To accept and respond to referrals from partners within an appropriate time frame.
- To work collaboratively with funding partners to develop their understanding of homelessness and support services. This is inclusive of developing training and marketing materials.
- Act as an ambassador for CSTM, building confidence in excellent service delivery, knowledge, and expertise.

### 2.4 Monitoring and evaluation of service delivery to demonstrate impact and build a business case for service development.

- Ensure appropriate and timely data input and record keeping enabling effective communication and professional accountability.
- Contribute towards monitoring and evaluation, including both quantitative and qualitative data collection and engaging with data analysis and performance monitoring.
- Reflect on monitoring and evaluation information to inform continuous improvement.
- Support opportunities of capturing involvement in feedback on the service

## **2.5 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 job duties is not exclusive or exhaustive and may be subject to change. The post holder will be required to undertake such tasks as may reasonably be expected within the scope and grading of the post.

## Person Specification

Knowledge
Extensive knowledge and understanding of the causes of street homelessness
A good and up-to-date knowledge of housing, homelessness and related legislation
A good and up-to-date knowledge of relevant external agencies, resources, and accommodation options for people experiencing homelessness and moving to new accommodation
Experience
Substantial experience in providing person led support with people who experience street homelessness and interconnecting needs
Experience in delivering housing and benefits advice to support people to understand their rights and access to services
Experience working in partnership and collaboration
Experience in managing and responding to safeguarding concerns
Experience in multi-agency working with statutory and voluntary sector partners
Experience of tenancy sustainment and community liaison
Experience in creating opportunities for coproduction with people using services to codesign and improve service/system provision
Skills and Attributes
Skills and abilities to demonstrate the values-based practice and champion CSTM cultural values, expectations, and behaviour: <b>Being Curious</b> , promoting <b>Psychological Safety</b> , strengthening relational <b>Togetherness</b> , Maintaining, and promoting <b>Motivation</b>
Ability to develop and nurture internal and external relationships, to create new opportunities for people we support
Able to provide a bespoke person led, strength-based, and psychologically informed 'casework' approach with people
Able to respond compassionately, appropriately, and effectively when responding to people who experience trauma
Able to follow health and safety policies
Able to work effectively as part of a multi-disciplinary team
Excellent communicator verbally and in writing
Is organised and able to manage a complex workload with a degree of autonomy
Strong skills in data input and review (including good IT skills)
Ability to exercise initiative and work under pressure
Able to manage personal and sensitive information about individuals in accordance with CSTM's policies and procedures and observe the duty of confidentiality.
Ability and willingness to travel to locations across London (central base Adelaide Street)
Ability and willingness to work flexible hours where required and delivery a duty lead system