

# Job Description



Job title:	Engagement and Assessment Worker
Department:	Client Services
Reporting to:	As per local structure chart
Salary:	£36,358 (Regions) or £41,167 (London) per annum (FTE)
Hours:	As per local arrangements
Location:	Based in relevant Skylight
Contract type:	Permanent

## Core purpose of the role

- Client Services at Crisis seek to work alongside people experiencing homelessness to enable each individual to receive the support they need to end their homelessness.
- As a member of the Engagement and Assessment team, you will be the first point of contact for someone who comes to Crisis for help to end their homelessness. You will welcome people and listen carefully to their story as you work with them to agree options and possibilities. These options and possibilities may be either within or beyond Crisis services. You will then think with people about how to access the support they need and work with them to take the initial steps where necessary.
- The key to success will be your ability to integrate with the Crisis Client Services team on a day-to-day basis; to make collaborative, consistent and Psychologically Informed relationships with members and colleagues.

## Aim and influence

- To be first point of contact to those approaching the Skylight:
  - To provide an engaging and welcoming response to people that seek help
  - To identify presenting needs, establish if they meet the criteria for Skylight and if not, using your expertise on homelessness, housing and benefits, signpost to appropriate services;
  - To deliver excellent customer focused advice and guidance where this is appropriate
  - To proactively seek to prevent member's homelessness



- To be part of the duty rota and carry out assessments for those that meet the service criteria, ensuring they are referred to the right services within Skylight and are allocated a Lead Worker within your own team or elsewhere in the Skylight as appropriate
- To build and sustain engagement with members, including managing a small caseload of individuals who may need short-term IAG and support
- To identify, create and sustain effective and impactful partnerships with partner organisations which **prevent and end members' homelessness**.
- Awareness of quality standards, including the [Matrix Standard](#) and the compliance and good governance of service provision.
- Ensure the delivery of psychologically informed services that:
  - promote member engagement and maximise inclusion and safety;
  - support wellbeing and the development of resilience and interpersonal skills;
  - are person centred and help people recognise and build on their strengths;
  - motivate people and encourage them to identify and work through the changes they need and want to make and supporting them to recognise their progress;
  - provide routes into appropriate learning and skills opportunities and ensure that members have access to the community-based specialist services and support they need
  - recognise the prevalence of, and impact of adversity and trauma on a person, understanding that individuals have all too often been disempowered, disconnected, and excluded, and are careful not to repeat this.
  - recognise the value of compassion and connection in creating safety

### Financial and supervisory responsibility

- Guidance and support to colleagues and volunteers to contribute to the development of skills and experience in the team.
- Delegated responsibility for the processing of a variety of financial transactions.



### Other key details

- 35 hours per week, some evening and weekend work may be required.
- Travel may be required across the UK for meetings
- The role involves working with vulnerable adults and young people and so a satisfactory enhanced disclosure from the Disclosure and Barring Service is required.
- You will be required to work flexibly and move teams to carry out your role in order to meet the needs of members. This will be reviewed regularly.

### Organisational chart

Please refer to local structure chart.

### Job responsibilities

#### Key accountabilities

- Undertake sensitive assessments of needs, that recognise strengths as well as support requirements, and that can identify urgent needs that require addressing as a priority, and which recognise that assessments can take time and may not be completed in one meeting.
- Deliver high quality information, advice and guidance services that enables prospective and current members to access and engage with the help they need, supporting them to leave homelessness for good.
- Contribute to the smooth running of the Engagement and Assessment area (including laundry and showers if relevant to the Skylight), ensuring safe & welcome space
- Hold a caseload of members who require short term intervention to end their homelessness



- Liaise with partner organisations as necessary, including meetings with other professionals concerning members, and ensure that safeguarding concerns are appropriately reported.
- Ensure you are up to date with practices, policies and procedures in relation to health and safety matters and safeguarding of members, staff and volunteers as part of the Skylight management team.
- Contribute to ensuring that member involvement is integrated into the work of Skylight.
- Support the effective co-ordination of any incidents, responsible for completing and uploading incident forms and support management with any follow up action with external agencies such as the police.
- Potential to supervise volunteers and generally ensure volunteering is a positive experience at the Skylight.

### Teamwork

- Support team members including volunteers in their work, by sharing your knowledge and skills and working collaboratively and constructively together, in the interests of members.
- Participate positively in team meetings and group work sharing ideas and **respecting your colleagues' contributions to build and sustain an inclusive team.**
- Be part of a transparent team environment that is open to learning from mistakes and welcomes learning through continuous improvement.
- **Understand the importance of protecting individual's personal and sensitive data when working with someone's information.**
- Be willing to develop expertise in agreed areas (e.g. relevant homelessness legislation, relevant landlord and tenant law ,welfare benefits advice) to support your effective multi-disciplinary team, whilst recognising when people need timely referrals to expert advice, including legal advice outside the Skylight.

### Monitoring and quality

- Support the manager with the production of reports for relevant stakeholders.



- Adhere to procedures on assessment, monitoring, case recording, quality and audit systems.
- Ensure that all interventions are recorded accurately and in a timely manner to help develop evidence of how services are contributing to ending homelessness for members

### Relationships and influence

- Maintain positive operational partnerships that ensure members are able to access appropriate services in their communities.
- Develop excellent relationships with Skylight teams and all Crisis departments to support the delivery of a high-quality service as part of an integrated service offer that ends homelessness.
- Work effectively with emotional and relational issues, utilising support from Psychology, Management and Learning & Development to do so (e.g. supervision, training, reflective practice).
- **Work reflectively, developing an awareness of your own and others' relational styles and responses, and any judgements, biases or assumptions that may impact upon your work.**

### General responsibilities

- Pro-actively seek out opportunities to promote and support member involvement within Crisis
- **Develop and maintain an understanding of Crisis' work and the needs and circumstances of people facing homelessness**
- Comply with Crisis policies and procedures, including Health and Safety policies, for which all employees owe a duty of care both to themselves and others, in accordance with the Health and Safety at Work Act.
- Comply with all Crisis policies and procedures insofar as they relate to the provision of services, including Safeguarding and Equality, Diversity & Inclusion
- Deliver services that are person-centred, sensitive and responsive to the diverse needs of Crisis Members



- Supervise, guide or direct Volunteers where necessary
- Work collaboratively across departments to support Crisis' mission to end homelessness
- Flexibility to cover other roles of comparable level to maintain and adapt service delivery where required
- Commitment to the utilisation of Crisis' chosen IT Systems
- Competent in the use of laptops, desktop PC's and headsets
- Competent in the use of Microsoft applications i.e.: MS Outlook, MS Teams, MS Word and MS PowerPoint along with the use of online applications, for example Zoom and web browsers - Google Chrome or Microsoft Edge
- Understand and promote the importance of evidencing our impact in preventing and ending homelessness and evidence the barriers faced by members to directly inform our Policy and Campaigns strategies. Through the use of the Crisis Member Achievement and Progression System (MAPS) and case management standards/matrix
- To contribute directly to the delivery of an effective and impactful Crisis at Christmas. Which will include an expectation to work at times over Christmas public holidays in return for time of in lieu (TOIL).
- Carry out any other duties reasonably associated with your role

### Person Specification

#### Essential

1. Have worked within a relevant sector e.g., homelessness, mental health, drug, and alcohol treatment.
2. Ability to deliver excellent customer service, ensuring accessible, welcoming and **safe 'front of house' environment in a busy service.**
3. Experience of assessing presenting needs, and an understanding of strengths-based assessments. Empathy and understanding of the barriers to accessing



services and support faced by homeless people including mental health issues, and awareness of ways to over-coming them

4. Experience of delivering high quality information, advice and guidance and managing a caseload within a relevant sector and to hold a Level 3 Information, Advice and Guidance qualification or be willing to work towards one.
5. Excellent knowledge of relevant homelessness, housing, and welfare legislation
6. Ability to deal with challenging situations and behaviour with a calm and confident approach in order to reach a positive resolution
7. Ability to manage successful relationships with external agencies and relevant service providers and successfully advocate on behalf of clients
8. Able to effectively manage own workload, including a varied caseload, with excellent organisational skills and the ability to manage conflicting priorities, exercise judgment under pressure and balance competing demands.
9. Strong team player and ability to work on own initiative and seek support and advice where appropriate
10. Ability to work flexibly, including attending other Crisis locations for meetings, including some evenings and occasional overnight stays. Including willingness to work evening, weekends and over the Christmas period if required
11. Knowledge of safeguarding and commitment to act in compliance with safeguarding policy and procedures
12. **Commitment to Crisis's purpose and values**
13. Commitment to equality, diversity and inclusion
14. Access to own vehicle and ability to travel across Skylight area as required for outreach (where applicable)

**Desirable**

15. Welsh speaking (Skylight South Wales only)