

Job Description & Person Specification

Routes to Roots Hospital Discharge Case Worker (Homerton Hospital)

Main terms and conditions

Responsible to:	R2R Manager
Salary:	£30,000
Place of Work:	82 Wentworth Street, E1 7SA (office-based)
Hours:	35 hours per week
Disclosure:	Enhanced DBS disclosure required
Contract:	12 month fixed term contract

Providence Row - Hackney Routes to Roots

The Role of the Routes to Roots is to support vulnerable single homeless people, who have been admitted into hospital due to their physical and/or mental health needs and to prevent them from being discharged back into a cycle of homelessness or risk at the end of their treatment.

The role of the case worker will focus on individuals who are due for hospital discharge. You will ensure that suitable accommodation is provided to meet individual client's needs and referrals into support services via statutory and non-statutory routes Pan-London.

The role

In order to support the achievement of the service aims, the case worker will:

- 1. Deliver excellent support to people who will be, or are at risk of being homeless upon discharge from hospital, consistent with the values of Providence Row of respect, compassion, empowerment, justice and inclusion.**
 - Liaise with Hospital Pathways Team to accept and assess new client referrals into the service based on the agreed criteria.
 - To make referrals into Pan-London local authority housing options services, using Homeless Reduction Act and Duty to Refer processes.
 - Make referrals into safeguarding services, such as but not exclusive to - Domestic Abuse, modern slavery and Adults Social Care
 - Agree plans, in conjunction with clients, to move into accommodation and access services, which will address the underlying causes of their homelessness. This may include:
 - Advice and support with accommodation
 - Referrals into Statutory and Non-Statutory housing providers and obtaining necessary supporting documents to support housing applications

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- Support with ID and benefits and maximising income where necessary
 - Reconnection to a different area or community
 - Support to build the necessary skills to sustain accommodation
 - Accessing mental health or substance use services in the community
 - Linking to primary health care in the community
 - Referring into employability and training services
 - Work with other agencies to provide joint support to clients where appropriate, to meet client goals and support needs
- 2. Ensure that all recording, evaluation and monitoring systems are used to demonstrate the impact of our work.**
- Record accurate data using the charity's client database
 - Provide information and evidence to Managers to fulfil internal and external reporting requirements
 - Participate in reviews and evaluations of work, reflecting on practice and continuously improving service delivery
- 3. Promote the services of Providence Row through partnership working, networking and promotion of our work, building confidence and credibility in our work.**
- Liaise with partners and key agencies to ensure that client action plans are met consistently and professionally
 - Attend meetings with relevant agencies and undertake visits to services, which will support successful client work.
 - Participate in the promotion of the service to clients and key referring agencies, including providing input to promotional materials, making presentations about the service, disseminating literature etc.
 - To build relationships with housing providers and the private rented sector, to increase the portfolio of affordable referral routes into accommodation.
- 4. Contribute to the delivery of the Advice and Support Service according to business and operational plans, funding and budgetary requirements**
- Engage in the charity's planning process each year, contributing to the continuous improvement of the Team.
 - Provide information on good practice and developments
 - Participate in learning and continuous professional development, which will meet both individual and business needs.

Other Duties

- Take on occasional pieces of work as agreed between the Routes to Roots Manager and the Head of Advice & Support Services. (Duties will fall within the scope of the post at the appropriate grade.)
- Attend evening and weekend meetings and functions as required.
- Work in accordance with the Charity's values, guiding principles, policies & procedures.

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Person specification

Knowledge and Experience	
Knowledge and an understanding of a range of approaches to key working and case working with service users and the implementation of different agendas, such as personalisation, motivational interviewing and solution focused planning.	Essential
Experience of working with rough sleepers and the relevant legislative frameworks	Essential
Knowledge of the duties owed to the homeless under the Part VII of the housing act 1996 as amended by the Homelessness Reduction Act 2017 and the Homelessness Act 2002	Desirable
Experience of managing challenging behaviour in an assertive, positive and supportive way	Desirable
Ability to work in partnership with other staff (both internally and from external organisations) to achieve good results with clients	Essential
Understanding and experience of working within professional boundaries	Essential
Excellent IT skills	Essential
Excellent verbal and written communication skills	Essential
Excellent time management skills and the ability to work to deadlines	Essential
Ability to work outside of normal office hours as required	Desirable
Awareness of AQS quality framework	Desirable
Attributes	
The ability to assist the Routes to Roots Team Manager in development of partnerships with a diverse set of agencies and stakeholders with differing priorities and interests to the mutual benefit of the clients and the organisations involved, including statutory and non-statutory bodies from a variety of disciplines, voluntary sector accommodation providers, clients; families, local communities, other stakeholders.	Desirable
The ability to take responsibility for professional development, attending training and development sessions to keep up to date with current housing issues and topics related to the post and to attend training in order to develop skills and competency.	Essential
Competencies	
Takes the time to understand difficulties without pre-judgement and with a view to overcoming them (Compassion)	Essential
Exercises the same degree of consideration and care for all those who come to Providence Row, whatever the reason (Respect)	Essential
Welcomes and seeks to involve everybody, whatever their background, presenting issues, ethnicity, nationality or faith (Inclusiveness)	Essential
Works <i>with</i> people, not <i>for</i> people, to enable them to realise their gifts, abilities and talents (Empowerment)	Essential
Acts fairly and promotes justice within the organisation and in relation to the needs and rights of people who use our services (Justice)	Essential