

# Job Description



Job title:	Lead Worker
Department:	Client Services
Reporting to:	Operations Manager
Salary:	£36,358 per annum
Hours:	35 per week
Location:	Based in Skylight Birmingham
Contract type:	Permanent

## Core purpose of the role

As a lead worker in the Coaching Team 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

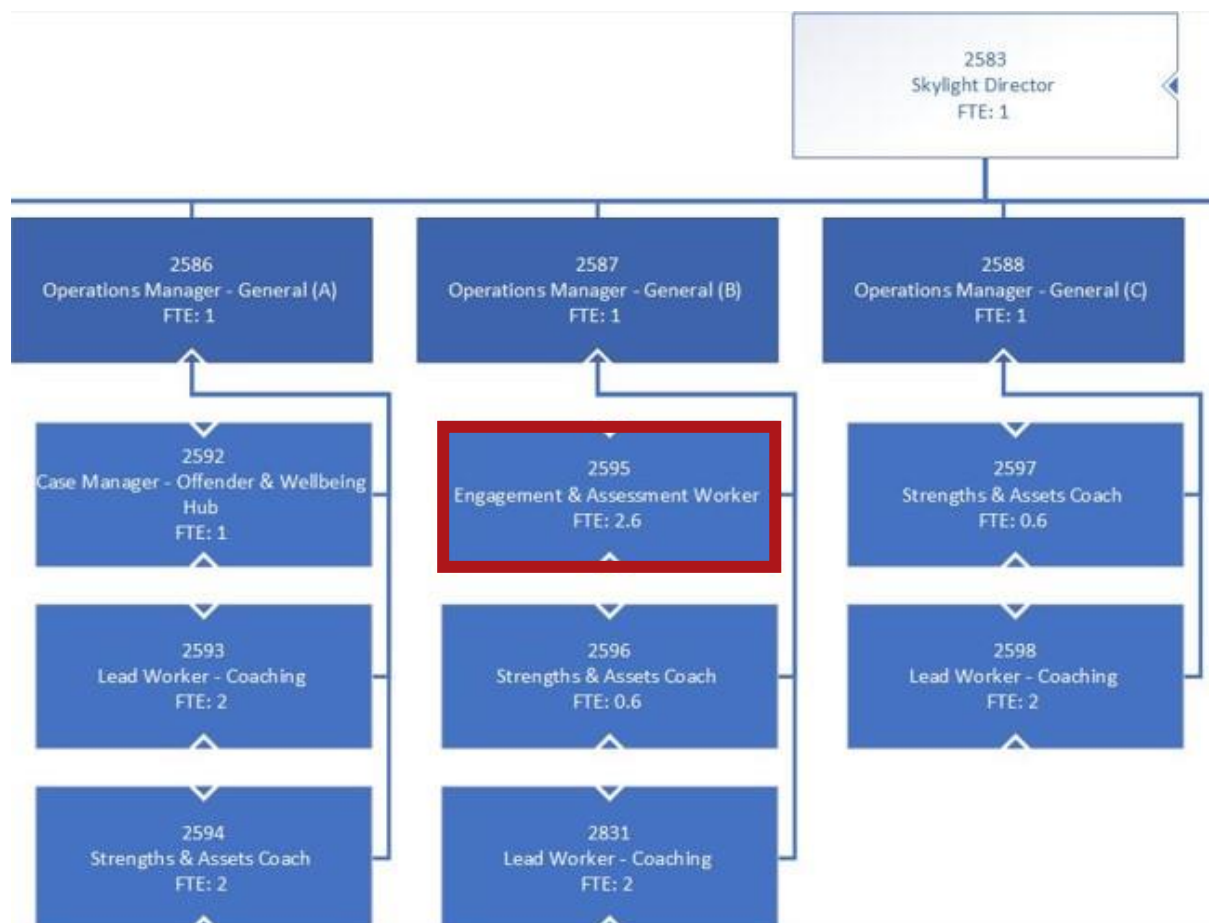
#### Financial and supervisory responsibility

- 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 note that structure is subject to change.*

## 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 overcoming 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)

## Supporting your application

Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

**The person specification requires a qualification or experience that I do not have. Is it still worth me applying?**

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

**Can I apply by sending my CV?**

Occasionally we accept CVs and a covering letter but only if this is requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

**What should I do if I can't complete an online application?**

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team [jobs@crisis.org.uk](mailto:jobs@crisis.org.uk) It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

**How can I maximise my chance of being shortlisted?**

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section.

A strong application will also be in line with the **Crisis Values** that you can find on our website.



**Please note!** If you don't provide full responses against the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

**How quickly will I know if I have been shortlisted?**

Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

**If I am not shortlisted, can I get feedback on my application?**

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

**Can I get feedback after my interview?**

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview we are able to provide feedback.

**Will you notify me of future vacancies?**

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

**I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?**

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

## Crisis Jobs Online

**I have typed my personal statement answers into the online form, but it won't let me save them. What should I do?**



There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this and my information was lost. Is there any way to retrieve it?

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

Where can I get help?

If your query has not been answered above, you can contact the Recruitment Team [jobs@crisis.org.uk](mailto:jobs@crisis.org.uk) for support.