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Single
Homeless
Project

Job title: Lead Worker (RSAP)

Delegated Authority: Level 7

Team: Westminster Floating Support

Responsible to: Regional Services Manager

Responsible for: N/A

Job purpose

The RSAP (Rough Sleeping Accommodation Programme) Lead Worker will provide support to individuals, who have a history of Rough Sleeping, following them being accepted into the RSAP 'move-on' programme.

The Lead Worker will provide support to the Team Manager to manage referrals coming into this element of the service and lead on assessing the individual. Working within SHP's policy and procedural framework, the worker will carry out a comprehensive assessment of needs and risks in agreed timescales. On-going high quality support plans & risk assessments will then be drafted and reviewed on a regular basis.

The Lead Worker will provide intensive, holistic, strengths-based, trauma-informed, flexible and responsive support to individuals accessing this service as well as work alongside external agencies to help ensure they are linked into the local community such as activities and groups which offer health, wellbeing and Education, Employment and Training (ETE) opportunities.

You will be working to upskill the client to manage their accommodation and feel ready to move on from the RSAP property into fully independent housing, within 2 years where possible.

We will also feed into the system's learning journey by sharing knowledge, good practice and challenges experienced by frontline workers through presentations, training, and participation in working groups.

The service is delivered in a manner that is respectful of a client's racial, cultural and/or religious backgrounds and respects individual dignity. The support provision operates as part of an overall network of support and care for clients, working closely with other professionals involved in the support of the client where applicable.

Key accountabilities

1.0 Referral and Assessment:

- 1.1 Support the Team Manager to manage referrals coming into the service to assess for suitability.**
- 1.2 Conduct initial assessments of referrals into the service, ensuring that the criteria are met and suitable clients are accepted.**
- 1.3 Ensure that the necessary information and service history is available from the referring agency.**
- 1.4 Arrange and carry out comprehensive assessments in a way that is supportive for the client and in such a way that that completion does not become a barrier to access.**

2.0 Risk Assessment and Management:

- 2.1 Minimise risks to clients by identifying, reporting and following up any safeguarding concerns.**
- 2.2 Assist clients to access support services and to meet their needs, considering proactive approaches with services and institutions across the community, and act as an advocate for the client.**
- 2.3 Assist clients in identifying their needs and planning steps forward, including devising clear action plans with each client.**

3.0 Building Networks:

- 3.1 The Lead Support Worker will be based within the Westminster FS service and will be expected to utilise their specialist knowledge,**

experience, and training to build strong networks in Westminster and external boroughs.

3.2 Liaising with external and internal professionals in order to provide the necessary support for clients being referred into the service.

3.3 Attending and presenting information at meetings and conferences both in and outside the local area as required.

4.0 Planning and Case Management:

4.1 In partnership with the client, relevant agencies and any significant others involved in their support, the Lead Support Worker will translate assessed need into goals that are SMART and give scope for progression.

4.2 Provide information and advice to clients about the options available to them, with the aim of empowering clients to make informed decisions.

4.3 Promote client involvement, including facilitating comments, suggestions, compliments and complaints about the service.

5.0 Partnership Working:

5.1 To work in partnership with other relevant agencies in order that client needs are assessed and met. Along with sharing information in line with GDPR guidelines and relevant Service Agreements in place.

5.2 To take a proactive approach to building effective working relationships with professionals from the relevant sectors in Westminster, attending team meetings and other relevant fora to promote the service offer.

5.3 Identify and contact local services appropriate to the client group and maintain positive working relationships with these services.

6.0 Information Management:

6.1 Producing, recording and maintaining accurate and useful information on clients and contact with them in order to report and promote effective service delivery and evaluation. Recording will be done using a range of recording systems including SHP's Inform database and in line with SHP Policy and Procedure.

6.2 To contribute to effective service delivery and evaluation by ensuring all relevant files and recording systems are up to date and that key performance information is correctly recorded.

7.0 Teamwork:

7.1 Actively responsible for individual and service aims and objectives by active participation in team meetings, supervisions and appraisal and training to ensure a cohesive and professional working environment at all times.

7.2 Participate in information advice and guidance and client 'drop-in' sessions.

7.3 To work as part of a diverse multi-disciplinary team, sharing information, skills and supporting colleagues to access the interventions they need for their clients.

7.4 To attend 1:1 supervision meetings, providing feedback and taking responsibility for your own continuing professional development.

7.5 To represent the team and SHP by being professional and working with the values that SHP hold central to the provision of a high-quality service.

8.0 Housing Related Support:

8.1 To provide housing advice to clients in order for them to maintain their tenancies including advising clients of their rights and responsibilities as well as advocating on their behalf as necessary.

8.2 To support clients to upskill regarding daily living skills, to enable them to sustain their accommodation independently, including bill management, and household management.

8.3 To support clients to develop and maintain the social skills necessary to ensure positive neighbourhood relationships are developed and maintained.

9.0 Health and Safety:

9.1 Complying with organisational and service policies & procedures around safe working practices for staff and clients.

9.2 To actively support the Service Manager in the appropriate management of client, visitor and occupational health related risks.

10.0 Service Development:

10.1 To promote the service's internal feedback methods such as the complaints procedure and to respond positively to suggestions.

10.2 To take personal responsibility for feeding back to colleagues/managers any information or comments that would contribute to ensuring the service is relevant and responsive.

11.0 Office Duties:

11.1 To participate fully in rotas covering duty sessions and any related service activities.

12.0 Miscellaneous:

12.1 To undertake reasonable additional tasks and responsibilities as directed by the Relevant Line Manager and/or Regional Service Manager

Technical and professional know-how needed for position

When completing your application, you will be required to address (using examples) some of the points below

Experience and Knowledge:

- A level of experience and understanding of provision of services to people within the areas of offending, mental health, homeless people with complex needs & a history of substance use;
- A working knowledge of best practice to support individuals who may be classified as 'experiencing multiple disadvantage' including Trauma Informed Approaches;
- Experience of effective liaison with social care, health, housing and criminal justice agencies;
- Experience of writing client records, completing monitoring materials and contributing to project evaluation;
- A significant level of experience, practise and understanding of the principles of risk and needs assessment, planning, goal setting, and reviewing;

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- An understanding of the importance of professional integrity in relationships with clients, peers and other relevant professionals;
 - A good and current understanding of safeguarding issues and procedures;
 - An understanding of the principles underlying a quality service and participation of clients to continuously improve the service.

Skills and Abilities

- Ability to find ways to develop relationships with people who find it difficult to engage; to engage and work with clients who may have a low level of interaction with services and who may be sceptical about their value;
- To engage with a wide range of professionals, some of whom may have very different approaches to problem solving through a multi-agency approach, and advocate to agencies on behalf of the service and its clients;
- To provide information and advice to clients about the options available to them, with the aim of empowering clients to make informed decisions;
- Ability to effectively liaise with a range of service providers or agencies in order to establish or improve services for clients;

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- To communicate confidently and effectively, verbally and in writing;
 - To be self-servicing in the use of the computer to create letters, minutes and key work notes and to send and receive emails;
 - To work flexibly and creatively in response to changing external and organisational requirements and a willingness and ability to work outside standard office hours on occasion;
 - Resilience and determination to overcome obstacles and find creative solutions;
 - Familiarity with relevant housing, health and social justice legislation, policy and best practice relevant to systems change and people with multiple needs.