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a safe place to  
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Company Limited by Guarantee number 1741926  
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Registered in England as Single Homeless Project



Single  
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<b>Job title:</b>	Multiple Disadvantage Referral and Move-On Coordinator
<b>Delegated Authority:</b>	Level 8
<b>Team:</b>	Westminster
<b>Responsible to:</b>	Team Managers
<b>Responsible for:</b>	Not applicable

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## Job purpose



The SHP Somerset Cluster is based in the heart of the London's theatre and shopping districts – the main hub is just off Drury Lane, with the other sites near Oxford Street and Tottenham Court Road. The aim of the service is to support people over the age of 18 to navigate various support needs and develop the skills required to maintain independent accommodation long term.

As a multiple disadvantage (MD) referral and move on coordinator, you will work as part of a larger support team to ensure that consideration is given to the individual experiences of multiple disadvantage when it comes to accessing and moving on from our service.

You will work with people from their first interaction with the service: at the point of referral, ensuring that all aspects of someone's experience is considered by undertaking a trauma informed, culturally sensitive assessment and supporting your colleagues to develop their awareness of these experiences. From here you will then support their journey through the service by working alongside other support staff to foster a culture of move on, supporting the development of holistic and realistic move on goals.

This work will be underpinned and supported through the development of a move on programme. This programme, developed and overseen by the MD Referral and Move

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on Coordinators in partnership with the Recovery and Opportunity Coordinators, will be not only look to develop confidence and ability to navigate social systems, but also be accredited through SHP's AQA Registered Learning Centre.

In addition, you will carry your own caseload for people living in the step-down services to ensure that they are prepared, equipped, and confident about moving on. This may include identifying current barriers within the system that can prevent someone from moving on successfully or within their set timeframe.

## Key accountabilities

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### 1. Referral, Assessment and Moving In

- 1.1. Manage referrals into the service by ensuring they are responded to promptly, and assessments allocated within set timeframes.
- 1.2. In partnership with allocated support workers, conduct skilled and sensitive assessments with people who may be ambivalent about taking up support and who may have had difficult experiences with services in the past.
- 1.3. Ensure that comprehensive, inclusive assessments are recorded within set timeframes and that the individuals voice is at the centre of the assessment.
- 1.4. Work with managers and wider team to ensure that move on is built in from the beginning of someone's stay and that it is considered through a multiple disadvantage lens to consider both internal (to the person and their experiences.) and external (within the system) barriers that may need to be overcome

### 2. Support Work

- 2.1. Manage a caseload of residents, forming close working relationships with other professional supporters and teams, to ensure that people are receiving appropriate wrap around support
- 2.2. Develop meaningful and honest relationships with residents, founded in partnership working where they are the expert in their experiences and what they need
- 2.3. Deliver ongoing support using 1:1, group and community work that focuses on resident's strengths and looks to develop confidence, self-esteem, self-image and interpersonal skills alongside practical abilities in life skills and tenancy sustainment

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- 2.4. Adopt a compassionate and flexible approach to working with people who have complex histories and experiences through the awareness of the impact your role/work has, aided by the use of reflective practice
  - 2.5. Respond in a psychologically informed way to the challenges posed by complex needs in a residential setting
  - 2.6. Ensure all casework, including outcomes, are recorded in line with SHP policy and procedure

### **3. Onward Referrals and Moving On**

- 3.1. In partnership with colleagues, develop and spearhead an accredited move on programme, through SHP AQA Learning Centre, that looks to develop practical and interpersonal skills required for long term tenancy sustainment.
- 3.2. Provide specific insight on the impact of multiple disadvantage for someone trying to manage and navigate social systems for colleagues across the service to improve outcomes for people looking to move on.
- 3.3. Build comprehensive knowledge of the borough's move on options and routinely share this knowledge, and developments, with the team and residents.
- 3.4. Work with other colleagues who have focused roles such as the Recovery and Opportunity Coordinators and Health Navigators to ensure that residents have access to suitable and appropriate services that are able to meet their needs.
- 3.5. Ensure that people are moved on in a timely manner and at a pace that is appropriate for them.

### **4. Service Navigation & Stakeholder Relationship Building**

- 4.1. In partnership with the wider team, ensure that residents are supported to learn about the different services accessible to them and how to access these services.
- 4.2. Build and maintain effective relationships with all stakeholders, including other teams within SHP, external agencies such as care teams & GPs/pharmacies, and other providers so that move on referrals are successful.
- 4.3. Attend and contribute to relevant borough meetings and other internal/external forums as required.
- 4.4. Adopt a professional approach that enhances the reputation of SHP's schemes both internally and externally.

### **5. Financial Budgeting and Digital Inclusion**

- 5.1. Work with residents to maximise and maintain benefit entitlements.

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- 5.2. Ensure people are adequately supported to maintain benefits through key work, day-to-day contact and use of SHP rent software.
  - 5.3. Work with those who have no recourse to public funds (NRPF) to secure an income and/or access services to meet their basic needs.
  - 5.4. Ensure that everyone is given the opportunity and encouraged to create their own email and bank accounts, with regular encouragement and/or support to access this.
  - 5.5. Where people are placed on appointee, ensure that capacity assessments are regularly reviewed to allow for opportunities to create skills with regards to money management.

## **6. Housing Management**

- 6.1. Ensure that all voids are prepared to an acceptable standard and re-let within set targets in order to maximise income receivable from rents and charges.
- 6.2. Participate in weekly room checks (on rotation) and ensure that issues identified are being addressed as a support need with residents as part of their move on plan.
- 6.3. Ensure that issues identified in individual rooms are thought about in terms of what it might say is going on for someone as much as it is a H&S issue to be addressed. Support should be designed to work with people on any underlying issues which may be contributing towards someone's living space.
- 6.4. Participate in housing management procedures, such as room checks, locality checks and Health and Safety checks.
- 6.5. Support a psychologically and trauma informed understanding of the issues which can be present when carrying out room checks in personal living spaces and being mindful of own impact on these spaces and experiences.
- 6.6. In partnership with SHP's rents and housing services teams, monitor rent accounts using the SHP rent software and take necessary action where discrepancies have been identified.
- 6.7. Secure project income through efficient rent collection and the minimisation of arrears and void loss.

## **7. Information Management & Data Collection**

- 7.1. In line with SHP's Client Contact Recording Policy and procedure, record all relevant contacts and casework outcomes appropriately and accurately
- 7.2. Produce reports on the changing dynamics and needs of residents, including progress made and setbacks encountered.
- 7.3. Contribute to service delivery and evaluation by ensuring relevant files and recording systems are up to date, and that key performance information is correctly recorded.

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## **8. Safeguarding and Safety Planning**

- 8.1. Ensure all SHP and borough/national safeguarding procedures are adhered to.
- 8.2. Use specialist knowledge of complex experiences and/or behaviours to contribute to safety planning, and the raise concerns in respect of children and vulnerable adults where necessary.
- 8.3. Ensure the dissemination to colleagues/managers of information acquired in performing the specialist role that contributes to the overall safety and responsiveness of the services.

## **9. Teamwork and Personal Development**

- 9.1. Participate fully in the service rota to ensure adequate cover and provision of service.
- 9.2. Complement and support the work of other scheme staff through full participation in handovers, team meetings, reflective practices, supervision, performance reviews, training and shift delivery where required.
- 9.3. Be fully prepared to discuss ideas and offer solutions, including sharing own skills, knowledge and experience on an on-going basis.
- 9.4. Support the work of other scheme staff through the provision coordinated support planning of key clients, and regular case review meetings.
- 9.5. Take personal responsibility for own ongoing development and learning.

## **10. Health and Safety**

- 10.1. Work in accordance with SHP's health and safety policies and procedures to ensure the safety of residents, self, colleagues, contractors and other visitors at all times.
- 10.2. Take responsibility for your own safe working and ensure local procedures around lone working and fire are followed at all times.
- 10.3. Assist in the reporting and dealing of maintenance issues as required

## **11. Miscellaneous**

- 11.1. Work flexibly across sites as duties require
- 11.2. Undertake additional tasks and responsibilities as reasonably directed by the management team or as the service requires.

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## 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**

- Experience of working with vulnerable adults (or young people) in an accommodation, outreach, floating support, or other support-based service
- Demonstratable knowledge of the challenges in working with people who may be experiencing one or more of the following: poor health (physical and/or mental), substance use, contact with the criminal justice system and homelessness
- Experience of coordinating projects across multiple teams or people with varying roles to achieve successful outcomes for vulnerable people
- Awareness of the intersection of needs in people facing multiple disadvantage, and a strong understanding of how the intersection and cooccurrence of these issues can make it difficult for people to engage with support or to move on from services successfully.

### **Skills and Abilities**

- The ability to judge the appropriate response to situations that you find challenging or emotionally difficult.
- The ability to work as part of a team to ensure that everyone is clear in their roles and provide peer support and guidance when needed, working through any arising conflict professionally and successfully.
- Strong time management skills, ability to work on own initiative, manage competing priorities and maintain high standards.
- Excellent administrative and IT skills including Microsoft Word, Excel, database usage and e-mail, and the ability to interrogate and extrapolate data from various sources.