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Company Limited by Guarantee number 1741926
Charity Number 287779
Registered in England as Single Homeless Project



Single
Homeless
Project

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| Job title: | Project Worker Complex Needs |
| Delegated Authority: | Level 8 |
| Team: | Gray's Inn Road Project |
| Responsible to: | Team Manager |
| Responsible for: | N/A |

Job purpose



The Gray's Inn Road supported accommodation project is a 16-bed short stay accommodation service which holds a critical position in the endeavour to address rough sleeping in the London Borough of Camden. The service, funded by the Department of Levelling Up Housing and Communities and the Greater London Authority, in partnership with One Housing Group and Camden council aligns with the strategic vision to make rough sleeping rare, brief, and non-recurrent in Camden. Although there is not a defined maximum stay, the service is designed to be a 'short stay' project and will aim to move people on into suitable housing options after 3-6 months.

As a complex needs support worker, your primary purpose is to provide comprehensive, trauma informed support to residents within a psychologically sensitive accommodation setting. Your role will encompass a wide range of responsibilities aimed at ensuring the wellbeing, safety and development of residents. You will be responsible for holding an individual caseload, undertaking detailed assessments, onwards referrals and adopting a Team Around Me (TAM) approach to support. You will also create tailored interventions to individuals facing multiple disadvantages such as homelessness, mental and physical health challenges, trauma, substance use and contact with the criminal justice system. This will include assisting with practical daily tasks, facilitating access to educational and employment opportunities, maintaining a safe living environment in line with organisational policy,

Your role will also involve daily shift delivery, operational functions and collaboration with key partners and stakeholders such as Connect Forward, Camden Adult Pathway, In Roads substance misuse service, FOCUS and Camden Routes off The Streets. Compliance with health and safety standards, accurate record-keeping, and adherence to relevant policies and procedures are integral

aspects of your role. Additionally, your commitment to continuous learning, reflection, and contribution to service improvement initiatives will contribute to the overall quality of care provided to residents.

Key accountabilities

Day to day shift delivery

- Contribute to the effective day to day shift cover that supports the aims of the Service, safeguards residents and responds flexibly to the immediate presenting needs of clients. Participate in the service's rota system.

Referral, Assessment, Support Planning, and Case Work

- From the point of the referral assessment process, be sensitive to the fact that clients may be ambivalent about taking up support and may have had difficult prior experiences within services.
- To work in partnership with the client and any agencies involved in their support, to ensure assessed needs are translated into support plans that are person-centred, trauma informed and enable progression.
- To ensure that regular reviews are carried out, that risk assessments and support plans are implemented and accurate and up to date case records are maintained.

Assessing and Managing Risk

- To assess risk and develop risk management strategies with the client, specialist professionals working with the client, and other relevant agencies.
- To minimise risks to clients by identifying, reporting, and following up any safeguarding concerns and incidents.

Safeguarding

- Ensure all SHP (Single Homeless Project), host borough and national safeguarding procedures are adhered to.
- Using specialist knowledge of substance use, mental health, and other needs areas, contribute to risk assessment and risk management, and the raising of alerts in respect of children and vulnerable adults.

Partnership working

- To work in partnership with other SHP departments and external agencies to ensure that client needs are assessed and addressed appropriately.
- To work with a range of agencies to ensure all clients have access to relevant statutory and non-statutory services.
- To take personal responsibility for a professional approach that enhances the reputation of the service both internally and externally. Housing Management.

Housing Management

To contribute to the project's income through the minimisation of void loss and arrears by;

- To ensure that new residents understand their rights and responsibilities, are made to feel comfortable and are given full information and are inducted into their new accommodation.
- Ensuring key clients' income is maximised by accessing appropriate benefits, supporting to acquire budgeting skills, and set up bank accounts.
- Monitoring occupation charge accounts and addressing arrears with clients before they accumulate
- Prepare void rooms for letting within agreed target times and efficiently process referrals by carrying out initial needs assessments and interviews.

Health & Safety

- To be aware of key roles and responsibilities under organisational H&S policy and the law around H&S at work to ensure the safety of residents, colleagues, contractors, and other visitors at all times.
- To take responsibility for the safe working of self and others and to ensure local procedures around Lone Working and Fire are followed at all times.
- To carry out room and building checks and to report and follow up all hazards/repairs/maintenance issues in a timely fashion.

Information Management

- In line with SHP's Client Contact Recording Policy and procedure, record all client contacts appropriately and accurately.
- 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.

Service User Involvement and Peer-Led Activities

- Involve service users in the co-production of the service by actively gathering service user feedback and promoting client involvement in service review and development.
- Participate in the development and delivery of SHP and service user involvement initiatives.
- Support client peers to make recovery visible in the schemes and, where appropriate, to co-deliver activities.
- Support clients that may be ready to move into work, education, or training by assisting them to access suitable courses or placements.

Teamwork and Personal Development

- Compliment and support the work of the service through full participation in handovers, team meetings, supervision, performance reviews and training.
- Take personal responsibility for own ongoing development and learning.

Miscellaneous

- Work flexibly across sites as duties require.
- SHP is at discretion to amend your responsibilities and, in addition to these, you may be required to perform other duties as may be required for the efficient running of the organisation.
- To create inclusive working environments and cultures to enable colleagues and clients to feel safe and empowered to achieve their full potential.

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

- The ability to assist individuals who face multiple disadvantages to identify their personal goals and guide them through the process of change.
- Managing challenging situations in relation to people, including responding calmly to crisis and deal promptly, effectively and safely to complex situations.
- Working in partnership with a range of individuals/agencies to coordinate activities and achieve positive outcomes.
- Knowledge of financial support available to clients to ensure income maximisation, rent payment, and increased financial resilience.
- Understanding of professional boundaries and their importance when delivering trauma informed support.
- Familiarity with IT applications and basic keyboard skills and the ability to maintain accurate records and manage own administrative tasks.

Skills and Abilities

- Ability to maintain motivation for a high level of contact with clients on a day to-day basis
- A non-judgemental approach to working with multi-disadvantaged / complex needs clients and to promote a strengths-based approach.
- Strong team-working and interpersonal skills, maintaining a collaborative approach to delivering service objectives across work specialisms.
- Strong time management skills, ability to work on own initiative, manage competing priorities and maintain high standards.
- Be expected to operate primarily in your supported accommodation service, as well as some offsite work duties; to facilitate client appointments and conduct professional meetings.
- Willingness and ability to work on a rota system of early and late shifts, which may include some variable hours including some evenings and weekends.