



Everyone deserves
a safe place to
call home.

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



Single
Homeless
Project

Job title: Recovery and Move On Coordinator

Delegated Authority: TBC

Team: Hammersmith and Fulham Mental Health
Accommodation Services

Responsible to: Service Manager and Deputy Manager

Responsible for: N/A

Job purpose

Working within SHP's Policy and Procedural framework, and within a Biopsychosocial model of PIE (Psychologically Informed Environments), through the direction of Service/Deputy manager you will be part of a team providing an effective, high quality support service to address the presenting needs of clients with complex needs in relation to their mental health and a wide variety of associated issues (including: substance use , multiple diagnosis , physical health, background of complex trauma) to ensure attainment of positive outcomes.

The approach is psychologically informed with a focus on strengths/recovery.

The aim is to improve outcomes for service users both within the service and by enhancing their ability to make use of external community and statutory resources.

Working within an SHP service and other providers across the borough you will provide specialist interventions and run a recovery programme for a designated move on caseload as well as promote client involvement and co-production within the borough of H&F.

Promoting AQA & Move on programme across the 5 clusters in the H&F borough MH Pathway, Promoting Client activity involvement and physical health checks across the borough, Ensuring that all interventions are trauma informed, Promoting networking with other agencies to develop intervention programmes to enhance coproduction and client involvement within the 5 Mental Health Clusters in H&F.

Key accountabilities

Recovery Programme Facilitation

- Lead on the delivery, evaluation and development of the recovery programme and the AQA Life Skills Accreditation Programme across the borough working in liaison with the ROC Worker.
- Enable service users to acquire greater insight into their problems, identify potential solutions, and strengthen their readiness to change.
- Enable service users to recognise the links between their life situations, vulnerability, repeat hospital admission, homelessness, interpersonal conflict, street activity, abuse/exploitation and substance misuse.
- Raise awareness of the impact of unmet support needs in diminishing life opportunities, including access to move-on accommodation and independent housing.
- Identify care pathways and treatment options, and support the acquisition of the skills needed to participate in treatment settings.
- Provide evidence-based interventions in one-to-one, groupwork settings and skills workshop formats; co-delivering the programme with colleagues from both SHP and external partner agencies.

Care Navigation & Stakeholder Relationship Building

- Maintain a comprehensive knowledge of the matrix of the host borough's services, understanding each service speciality, its thresholds and referral protocols.
- Coach service users, advocate on their behalf and make appropriate referrals to relevant specialist services.
- Build and maintain effective relationships with all stakeholders, including other service and specialties within SHP, external agencies, treatment and accommodation providers, service user groups, peer-led groups, and mutual aid communities and concerned others.
- Convene and/or attend regular multiagency meetings/reviews and forums to support progression of client move-on and health plans in consultation with Service/Deputy manager.
- Attend and contribute to relevant host borough meetings.

-
- Adopt a professional approach that enhances the reputation of SHP's programmes and service offer both internally and externally.

Specialist Advice Giving

- Provide specialist support and advice to MH pathway support staff to enable effective progression of their casework in addressing move on and co-production uptake.
- Respond to the enquiries of concerned colleagues and clients in the service, and signpost or refer them to appropriate services.
- Be able to write reports on the needs and progress of service users around move on and coproduction.

Day-to-Day Shift Delivery

- Contribute to the effective day to day shift cover that supports the aims of the service and delivers effective wraparound support to clients.
- Participate in the service's staff meetings and resident (Community) meetings.

Financial and Budgeting Support

- Work with residents to maximise benefit entitlements and ensure clients are meeting their financial liability (payment of rents and charges) and the minimising arrears in preparation for move on.
- As part of the AQA life skills programme assist residents to acquire budgeting skills and set up basic bank and/or savings accounts.
- Adhere at all times to organisational and local financial procedures.

Deployment of Specialist Skills

- Respond in a psychologically informed way to the challenges posed by complex needs in a residential setting.
- Deploy specialist skills such as motivational interviewing, harm minimisation, mindfulness, CBT and behavioural modification interventions.

Information Management

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

Safeguarding

- Ensure all SHP, host borough and national safeguarding procedures are adhered to.
- Using specialist knowledge of substance misuse, mental health and other social areas, contribute to risk assessment and risk management, and the raising of alerts in respect of children and vulnerable adults.
- Ensure the dissemination to colleagues and managers of information acquired in performing the specialist role that contributes to the overall safety and responsiveness of the schemes.

Service User Involvement and Peer-Led Activities

- Involve service users as stakeholders by contributing to the proactive acquisition of service user feedback, involvement and co-authorship of the schemes' operational model and activities.
- Participate in existing SHP and host borough service user involvement initiatives.
- Support client peers to make recovery visible in the schemes and, where appropriate, to co-deliver activities.
- Maintain an up-to-date knowledge of mutual aid and peer-led recovery groups, and advise service users on how to access peer support.

Health and Safety

- 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.
- Take responsibility for your own safe working and ensure local procedures around lone working and fire are always followed.

Teamwork and Personal Development

- Participate fully as integrated into scheme staff team.
- Complement and support the work of other scheme staff through full participation in handovers, team meetings, supervision, performance reviews and training. Be fully prepared to discuss ideas and offer solutions.
- Support the work of other scheme staff through the provision of specialist advice, coordinated care planning of shared key clients, and regular case review meetings.
- Take personal responsibility for own ongoing development and learning.

Miscellaneous

- Work flexibly across sites as duties require.
- Undertake additional tasks and responsibilities as reasonably directed by manager.
- Keep abreast of developments within our sector.

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

- At least 2 years' experience of working with mental health/complex needs health clients and in supported accommodation services. Proven experience and skills in delivering highly personalised assessment and casework, planned support, goal setting, advocacy, and the ability to apply this and share with others.
- A strong understanding of the issues that typically disrupt progress in journeys towards independence, such as mental health, substance misuse, self-harm, domestic violence, anger management, learning impairment and frailty due to illness.
- A strong understanding of the Strengths and Recovery model, and the development of psychologically informed environments (PIE).
- A strong understanding of the health and social care sector and the ability to navigate between and across specialties whilst working with clients to create a multiagency care plan.
- Experience of reflecting critically upon own practice to enhance the experience of service users.

Skills and Abilities

- The ability to work intensively with clients, be analytical in approach, respond calmly to crisis and deal promptly, effectively, safely and creatively to complex and challenging situations.
- Demonstrable skills in person centred engagement, motivational interviewing and group work facilitation.
- Excellent time management skills, ability to work on own initiative, manage competing priorities and maintain high standards.
- Excellent team-working and interpersonal skills, maintaining a collaborative approach to delivering service objectives across work specialisms.
- A commitment to anti-discriminatory practice.
- Strong IT skills including the use of Microsoft Office programmes and database recording systems.
- An ability and willingness to work a rota that includes early and late shifts and covers weekdays and weekends.