



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

---

<b>Job title:</b>	Resettlement Worker
<b>Delegated Authority:</b>	Level 8
<b>Team:</b>	Gray's Inn Road Project
<b>Responsible to:</b>	Team Manager
<b>Responsible for:</b>	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 resettlement worker you will provide flexible housing related support to vulnerable clients across the service. Clients within the service will often be experiencing multiple disadvantages, including substance misuse, mental and physical health issues and contact with the criminal justice system.

The resettlement worker will need to be resilient, innovative, flexible and creative, working alongside support workers to support clients in becoming move on ready. You will also need to be able to facilitate appropriate move-ons from the service by identifying tailored move on support for each client dependent on their support needs, which will require knowledge of housing pathways.

The resettlement worker will be expected to develop strong relationships with housing providers, including private rented sector landlords.

---

## Key accountabilities

### Support Planning

- To carry out comprehensive assessment with clients of their life skills.
- To support clients to identify their move on needs and resettlement goals and develop client centred strategies to achieve these goals.
- To carry out comprehensive risk assessments and risk management plans in conjunction with clients and significant others to in respect of client's resettlement need.
- To minimise risks to clients, staff, and others by identifying, reporting, and following up any safeguarding concerns.
- To attend all resettlement meetings to ensure a seamless transfer of clients, and task allocation.

### Information Management

- To record all client contacts in a timely manner and accurately on the client recording data base.
- To contribute to effective service delivery and evaluation by ensuring that all relevant files and recording systems are up to date.
- To maintain client confidentiality at all times and ensure that all personal data is protected in line with organisational procedures.
- To participate in client feedback/surveys/information gathering through exit surveys, questionnaires, etc.

### Partnership Working

- To work in partnership with other SHP departments, in particular the Opportunities Team and PRS Access team, to increase clients tenancy management skills, and to support with facilitation of Move-on options.
- To work in partnership with external agencies, both statutory and non-statutory.
- To take personal responsibility for a professional approach that enhances the reputation of the service both internally and externally.
- To identify and build relationships with a range of housing providers to facilitate safe and stable client Move-on options.

### Social Inclusion

- 
- To support clients to work towards gaining greater independence through participation in the service, the organisation and the community.
  - To promote the projects internal feedback methods such as the complaints procedure, meetings, suggestion boxes etc and to respond positively to suggestions.
  - To facilitate groups, or individualised activities within the service in response to identified client needs or as part of a project wide Life Skills and Independent Living programme of group work.
  - 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.

## **Client Use of Time**

- To work with clients to identify life skills activities that they would like to take part in to prepare them for independence and move through.
- To ensure clients are assisted to access arrange of life skills/ independent living skills activities internally/ externally.
- To support clients that are ready to move into work, education, or training by assisting them to access suitable courses or placements.

## **Health & Safety**

- To be aware of the roles and responsibilities under SHP H&S policy and the law around H&S at work.
- To take responsibility for the safe working of self and others and to ensure local procedures around Lone Working and Fire are followed when on shift.
- To support the team and service by assisting with the building checks and ensure that issues are reported and addressed in a timely fashion.

## **Housing Management**

- To contribute to the Project's income through the minimisation of void loss and arrears.
- Ensuring key clients being resettled with arrears have agreed and signed a repayment agreement that are appropriate and affordable.
- Monitoring rent accounts and addressing arrears with clients to avoid the need for arrears repayment agreements.
- Updating central Voids team in a timely manner of all upcoming voids.
- To conduct all pre voids checks as soon as possible prior to the client moving to their move on accommodation.
- To complete all the necessary end of placement activities on Inform and Active.

---

## Teamwork & Personal Development

- To be flexible, to share skills and knowledge and support colleagues.
- To participate in team meetings, supervisions, performance reviews and training by being fully prepared, ready to share and discuss ideas and offer solutions.
- To 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**

- A demonstrable understanding of the Recovery Model, and the ability to engage and motivate people to move towards independence and inclusion.
- A proven ability to work in partnership with external stakeholders, particularly community mental health services and/or substance use services.
- An understanding of the private rented sector market and ability to broker safe and affordable Move-on options.
- A good understanding of the housing pathway to ensure effective and suitable move on options are offered to clients.
- A good understanding of safeguarding issues and the ability to undertake comprehensive risk assessments related to this.
- A working knowledge of Housing Management as applied to a residential setting, and / or client's move on accommodation.

## **Skills and Abilities**

- A proven ability to create and deliver SMART Resettlement action plans with clients through high quality risk and needs assessments.
- A level of numeracy sufficient to carry out tasks such as budgeting with clients, calculating benefit entitlements and monitoring rent payments.