

Post:	Resettlement Worker
Delegated Authority	Level 7
Team:	North London Multi-disciplinary hub
Responsible to:	Service Manager/ Team Manager
Responsible for:	N/A

Job Purpose

As a Resettlement Worker at SHP's multi-borough, multi-disciplinary supported accommodation service in Barnet, you will play a crucial role in supporting ex Rough Sleeper's facing various challenges. Some may experience difficulties related to mental health, substance use, or physical health.

Your strength lies in resilience, innovation, flexibility, and creativity. Collaborating with caseworkers, you will actively contribute to preparing clients to transition successfully, making them Move-on ready. Your proactive approach involves identifying and facilitating suitable moves from the service. Additionally, you will engage in tenancy sustainment work, empowering clients to effectively manage future tenancy when transitioning to independent housing.

Your role includes working with clients individually and in groups, fostering independence and building relationships with housing providers, including private rented sector landlords. Your commitment and positive approach will make a lasting impact on clients' journeys toward independent living.

Key Accountabilities

1.0 Move-On Readiness Planning

- 1.1 Conduct thorough assessments with clients to evaluate their life skills.
- 1.2 Support clients in identifying their specific move-on needs and resettlement goals, and collaborate on developing client-centred strategies to attain these objectives.
- 1.3 Carry out in-depth risk assessments and collaborate with clients and significant others to create risk management plans addressing the client's resettlement needs.
- 1.4 Minimize risks to clients, staff, and others by promptly identifying, reporting, and following up on any safeguarding concerns.

- 1.5 Participate in all resettlement meetings to ensure a smooth transition for clients and effective task allocation.

2.0 Information Management

- 2.1 Record all client interactions promptly and accurately in the client database.
- 2.2 Ensure up-to-date files and recording systems to contribute to effective service delivery and evaluation.
- 2.3 Maintain strict client confidentiality and protect personal data according to organisational procedures.
- 2.4 Participate in gathering client feedback through exit surveys, questionnaires, and other information-gathering methods

3.0 Partnership Working

- 3.1 Collaborate with SHP departments, especially the Opportunities Team and PRS Access team, to enhance clients' tenancy management skills and assist in facilitating Move-on options.
- 3.2 Partner with external agencies, whether statutory or non-statutory.
- 3.3 Take personal responsibility for a professional approach that enhances the service's reputation both internally and externally.
- 3.4 Identify and foster relationships with various housing providers, including private rented sector landlords, to enable safe and stable Move-on options for clients.

4.0 Social Inclusion

- 4.1 Support clients in achieving greater independence by engaging in the service, the organisation, and the community.
- 4.2 Promote internal feedback methods like the complaints procedure, meetings, and suggestion boxes, and respond positively to suggestions.
- 4.3 Facilitate groups or individual activities within the service based on identified client needs or as part of a broader Life Skills and Independent Living program.
- 4.4 Take personal responsibility for providing feedback to colleagues/managers that contributes to ensuring the service remains relevant and responsive.

5.0 Client Use of Time

- 5.1
- 5.1 Collaborate with clients to pinpoint life skills activities they'd like to engage in, aiding their preparation for independence and moving forward.

5.2 Assist clients in accessing a variety of life skills and independent living activities, both within and outside the project. Additionally, prioritize time management strategies to optimise their move-on progress from the rough sleepers project.

5.3 To support clients that are ready to move into work, education, or training by assisting them to access suitable courses or placements

6.0 Health & Safety

6.1 To be aware of the roles and responsibilities under SHP H&S policy and the law around H&S at work.

6.2 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.

6.3 To support the team and service by assisting with the building checks and ensure that issues are reported and addressed in a timely fashion.

7.0 Housing Management

7.1 To contribute to the Project's income through the minimisation of void loss and arrears by planning.

7.2 Ensuring key clients being resettled with arrears have agreed and signed a repayment agreement that are appropriate and affordable.

7.3 Monitoring rent accounts and addressing arrears with clients to avoid the need for arrears repayment agreements.

7.4 Updating central Voids team in a timely manner of all upcoming voids.

7.5 To conduct all pre voids checks as soon as possible prior to the client moving to their move on accommodation.

7.6 To complete all the necessary end of placement activities on Inform and Active H

8.0 Teamwork & Personal Development

8.1 To be flexible, to share skills and knowledge and support colleagues.

8.2 To participate in team meetings, supervisions, performance reviews and training by being fully prepared, ready to share and discuss ideas and offer solutions.

8.3 To take personal responsibility for own ongoing development and learning

Technical and Professional Know-How required for Effective Performance

When completing your supporting statement, you will be required to address (using examples) some of the points within the box below.

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