



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:	Specialist Multiple Disadvantage Worker
Delegated Authority:	Level 7
Team:	SHP Camden Adult Pathway Hostels
Responsible to:	Services Manager
Responsible for:	N/A

Job purpose

Working across SHP's Camden Adult Pathway Hostels you will provide specialist interventions for a designated caseload and to the wider client group via our in-house recovery programme, the approach is psychologically informed with a focus on harm minimisation, dual diagnosis, and strengths/recovery frameworks. The post holder will improve access, opportunity, and outcomes for service users within schemes by enhancing their ability to make use of external statutory and community resources through development of proactive working relationships with Adult Social Care, Health, Mental Health and other specialist providers.

You will work dynamically with the Service Manager, Project Worker Complex Needs, SHP Specialist Workers, and other professionals within the Camden Accommodation Pathway, as required, to identify and deliver person centred interventions and support plans. To give support and guidance to project workers and to set best practice standards of complex needs support and to ensure that organisational policy, the operational policy of the service and the care practice standards are followed.

You will devise best practice models and monitor individual support plans & programmes to ensure the safeguarding of each individual service user. To intensively support, and advocate for, service users with current (or previous experience) of rough sleeping & with complex needs to access the assessment, intervention, and treatment they may need. To build relationships of trust with service users to help them to understand and access the support they need, and to provide them with the skills & confidence enabling them to maintain their engagement and continuing treatment.

To identify and record any recurring service or system-level barriers that are preventing clients' access to the interventions and support or care provision they have a right to receive.

Key accountabilities

Referral, Assessment, and Casework

- Manage referrals within agreed timescales and support new referrals with specialist input.
- Conduct comprehensive assessments, focusing on both client strengths and needs.
- Manage a caseload of complex service users, regularly reviewing recovery plans.
- Deliver key interventions including advocacy, keywork, and groupwork, ensuring best practice models are applied.

In-House Recovery Programme

- Contribute to the development and delivery of the in-house recovery programme.
- Enable service users to gain insights into their challenges and strengthen their readiness for change.
- Provide evidence-based interventions in both individual and group settings, co-delivering with SHP and external partners.

Care Navigation & Stakeholder Engagement

- Maintain a comprehensive knowledge of services in Camden, including referral protocols.
- Advocate for service users and collaborate with external agencies to ensure effective care pathways.
- Lead multiagency treatment reviews and attend key meetings to support holistic care plans.

Specialist Advice & Mentorship

- Provide expert advice to SHP practitioners across schemes, enabling them to address complex needs effectively.
- Write reports on service users' progress and advise concerned parties as needed.

Day-to-Day Operations

- Participate in shift cover to support the goals of the service and provide wraparound care.

-
- Apply specialist skills such as motivational interviewing, harm minimisation, and CBT-based interventions.

Information Management & Safeguarding

- Ensure accurate record-keeping in line with SHP policies, contributing to service evaluation.
- Adhere to safeguarding procedures, raising alerts for vulnerable adults and children as necessary.

Service User Involvement

- Engage service users in shaping service delivery, supporting peer-led recovery activities.
- Maintain up-to-date knowledge of mutual aid groups and advise service users on peer support options.

Teamwork and Professional Development

- Collaborate with other staff through team meetings, handovers, and training.
- Take responsibility for personal development and contribute to the development of others.

Miscellaneous

- 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

- Demonstrable experience of working clients with complex needs such as Mental Health, Substance Misuse and Physical Health needs.
- Experience of working with homeless service users, and a good understanding of the working methods of residential schemes
- Experience of establishing and maintaining good working relationships with other professionals, including those who may have different outcome priorities.
- Experience of reflecting critically upon own practice in order to improve the experience for service users.
- A strong understanding of the issues that could disrupt progress in journeys towards independence, such as mental health, substance misuse, self-harm, domestic violence, anger management, learning impairment and/or frailty due to illness.
- A strong understanding of the health and social care sector and how to navigate between and across specialities.

Skills and Abilities

- The ability to create, develop and implement projects or plans.
- Demonstrable skills in person centred engagement and groupwork facilitation.
- Strong time management skills, ability to work on own initiative, manage competing priorities and maintain high standards.
- Strong team-working and interpersonal skills, maintaining a collaborative approach to delivering service/work objectives .
- Strong IT skills including the use of Microsoft Office programmes and database recording systems.