



Job Description: Specialist Support Worker **(Supported Housing for Women)**

About The Connection

When you work for The Connection, you are part of a life-changing team. We help people sleeping rough in the heart of London. It can be a long journey off the streets, and it is not an easy path. We get to know every individual, so our approach can tailor to what they need. We do not do one size fits all, and we do not give up when things get tough.

Working here means being open-minded, resilient, and pragmatic. It means being willing to go the extra mile and stick with people through thick and thin. It means being part of a team who cares about the individuals we support, and who are creative about finding better ways to help them.

Together with our donors, volunteers, and partners, we are a supportive and vibrant community who are determined to make a real difference. We believe that no one should have to sleep rough on London's streets and that everyone should get the support they need to find a place to call home.

About the Role

The post holder will undertake 8-hour shifts, normally Monday to Friday but with flexibility for weekend working, covering the hours 8am to 8pm. Please be aware that the building has several floors and no lifts.

Located at a 24-hour supported housing service in Clapham, we provide high quality self-contained accommodation for 15 women who have experienced homelessness and multiple disadvantage. The aim of the service is to provide a therapeutic environment in which women feel safe and can flourish, enabling them to move on into independent, permanent accommodation. The accommodation also includes overnight safe spaces.

In this role, you will provide direct support to all the women, as well as holding a small case load of residents who you will keywork. You will work closely with support workers and the in-house psychologist. You will model person-led, psychological, gender, and culturally informed support, will be skilled at building trust and you will be a great team player.



Responsible to:	Service Manager
Liaison with:	Local authorities, care coordinators, specialist services, drug and alcohol services, health services, accommodation providers, outreach services, statutory and voluntary organisations across London.
Job Purpose:	<ul style="list-style-type: none"> • Provide trauma informed support to all women living in the project, responding proactively and creatively to their needs. • Keywork women in your case load, ensuring that they have the support they need to move on successfully into permanent accommodation. • Contribute to monitoring and evaluation reports. • Contribute positively to the team and to the delivery of a psychologically informed environment.
Salary	Scale Points 19 –25. £33,860 - £38,028 for 35 hours per week (starting at the bottom of the scale)
Contract:	Full time, 1 year fixed term contract

Responsibilities

1 Hold cases, carry out key working and hold external relationships

- Hold a small caseload and be responsible for key working residents.
- Support residents to self-regulate, make active choices in their lives, access the support they need and make the most out of the opportunities offered through the service.
- Work closely with team colleagues to deliver trauma informed, consistent and boundaried support, and in maintaining a psychologically safe environment.
- Ensure that the residents have a positive experience of referral, moving in, settling in and progressing within the service.
- Run regular resident meetings, maximising participation and opportunities for co-production.
- Carry out risk assessments and develop risk management plans, safety plans, alerts and support plans with resident participation. Review and update those plans regularly.
- Identify safeguarding concerns and make referrals.
- Make referrals to drug and alcohol services, mental health services, MARAC, Care Act assessments and community services. Coordinate appointments. Ensure that residents have a local GP.
- Be the Duty Lead for shifts when allocated on the rota, ensuring that all routine and diarised tasks are assigned and completed.
- Carry out daily welfare checks and initiate missing person reports when needed.
- Manage incidents, taking appropriate action, including making people safe, calling emergency services, making third party reports to the police and escalating and reporting as required.
- Lead post-incident responses, including reporting, coordinating actions such as behaviour agreements and warnings, and communicating with external agencies.



- Develop and maintain excellent relationships with referral agencies throughout a resident's stay in the service, and work in partnership with them to identify suitable move on for the resident, advocating where this needs to be out of area, and supporting a positive move on.
- Continue to support residents for three months once they have moved out.
- Develop and adopt joint working approaches with multi-disciplinary partners to enhance service offers and contribute to multi-agency plans and networks.

2 Maintain high quality supported housing for women

- Contribute to maintaining a clean, safe and welcoming environment.
- Support residents to be proud of and look after their living spaces.
- Carry out weekly room checks and follow up actions, including referrals for Care Act assessments. Reflect room check information and actions in support planning and risk management plans.
- Follow processes to report and monitor repairs.
- Support residents to pay rent and service charges.
- Advise residents on money management and accessing welfare benefits advice, help residents to make benefits applications and to link into local services.
- Act as a fire marshal on shift (as required). Training provided.
- Act as a first aider on shift (as required). Training provided.

3 Record keeping and outcomes

- Responsibility for appropriate and timely record keeping using the client information system, Inform. This includes demographic information, positive outcomes, risk and incident reports and actions.
- Complete monitoring and evaluation information as required.
- Implement outcome measures and contribute to continuous improvement to increase impact.
- Lead handovers and complete the handover sheet daily.

4 Contribute towards a highly effective team

- Champion the organisation's values:
 - Lead team meetings
 - Engage positively with team learning, reflection, continuous improvement, supervision, training, and team meetings.
 - Engage and support CSTM charity's fundraising activities and coproduction opportunities.
- Comply with all operational policies and procedures related to your work.

The above list of job duties is not exclusive or exhaustive and may be subject to change. The post holder will be required to undertake such tasks as may reasonably be expected within the scope and grading of the post.



Person Specification

Knowledge
Extensive knowledge and understanding of the causes of homelessness and the needs of women experiencing homelessness
Good knowledge of specialist agencies and resources for women experiencing homelessness and interconnected needs
Strong knowledge of psychological, gender, and culturally informed approaches to support women who have experienced trauma
A working knowledge of housing and homelessness duties, safeguarding and the Care Act
Experience
At least two years' experience in key working and providing support to women who experience homelessness and interconnecting needs
Experience carrying out complex risk assessments, developing risk management plans and safety plans, and strengths-based support plans
Experience of writing high quality case notes and using a client information system (we use Inform)
At least two years' experience of working in one of the following specialisms: mental health, substance use, addiction, domestic abuse, criminal justice (or similar)
Have worked or lived in a supported housing environment
Experience of supporting people to maintain their homes
Experience of working in partnership and collaboration with specialist services and community groups
Experience of managing complex incidents involving vulnerable people
Experience in identifying and responding to safeguarding concerns
Experience of working alongside people using services to create services or projects together (codesign and coproduction)
Skills and Attributes
Able to demonstrate the values-based practice and champion CSTM cultural values, expectations, and behaviour: Being Curious, promoting Psychological Safety, strengthening relational Togetherness, Maintaining, and promoting Motivation
Able to act compassionately and effectively when responding to women who experience trauma
Able to work effectively as part of a multi-disciplinary team, taking the lead where appropriate
Is an excellent communicator
Is well-organised and able to manage a varied and challenging workload with a high level of autonomy, especially when under pressure
Excellent record keeping and IT skills



Able to manage personal and sensitive information about individuals in accordance with CSTM's policies and procedures and observe the duty of confidentiality

Able to ensure compliance of health and safety policies that meet supported housing standards

Ability and willingness to travel to locations across London
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Ability and willingness to work a rota covering 8am – 8pm shift patterns Monday to Friday, with the ability to work weekends where required
