


GLPC Job Description

 Brent	Job Title	Rough Sleepers Support Worker
	Directorate	Housing Needs & Support
	Department	Partnerships, Housing and Resident Services
	Grade	SO2
	Reports to	Complex Needs Coordinator
	Staffing Responsibility	None

Job Purpose:

- The post holder will work strategically with a range of partner organisations and will lead on support of their allocated service users.
- Providing short-term floating support enabling vulnerable tenants who were previously rough sleepers to build upon their skills and resilience further developing their skills to live independently and move on as soon as practicable.
- To work with service users who require specialist intervention and a multi-disciplinary approach to secure sustainable outcomes. Providing a service that is efficient, personcentred, and forward-thinking.

Principal Accountabilities and Responsibilities:

1. Leading and coordinating the support for allocated service users. Ensuring the smooth running of the project whilst on shift, including responding to emerging issues from all service users, contributing to their ongoing support and dealing with incidents.
2. Providing practical and personal support to service users in a way that is approachable, engaging, flexible and caring.
3. Working together with service users to identify their personal aims, goals and ambitions. Supporting the service user to make plans and carry out tasks towards achieving them.
4. Identifying other relevant services and opportunities, ensuring service users can achieve their goals, hobbies and aspirations.
5. Liaising with statutory and voluntary agencies to ensure appropriate support is provided to service users relevant to their support needs.
6. Undertaking a range of procedural and administrative tasks relating to service user's needs, housing management and health, and safety in line with Brent Council policies and procedures, and in compliance with legal requirements.
7. To cover for other members of the team, when necessary.
8. To accompany service users to visits/appointments and other services where appropriate and update databases with all relevant information.

9. To support service users in making successful claims for housing benefits, welfare benefits and/or in work benefits as appropriate they may be entitled to. Creating My Accounts for all services users and complete Housing Benefit applications and change of circumstances where necessary.
10. To conduct assessments and inductions with prospective service users prior to accepting placement, undertaking all risk assessments, and developing risk management plans in line with the services policies and procedures. Recording on databases
11. To organise and undertake formal and informal support sessions in a way that effectively encourages engagement and promotes opportunities of ongoing support for service users.
12. To assess factors which could impact on the safety of service users and/or others, and to develop a management plan with the service users and other services delivering relevant support.
13. To develop and maintain a sound knowledge of the support needs of vulnerable service users residing in the project requiring support with physical and mental health, substance misuse, offending, learning disabilities, independent living skills, education, training, and employment needs.
14. Support service users to prepare effectively for move on into the PRS (Private Rented Sector). Complete referrals to Move-on Officer and Tenancy Sustainment Team.
15. To support and encourage service users to undertake housekeeping and cleaning duties as necessary to maintain a clean and safe living environment.
16. To support service users, addressing their support needs as appropriate, including providing crisis intervention. Supporting colleagues in diffusing difficult or dangerous situations and to summon outside assistance when necessary.
17.
To challenge disruptive or unacceptable behaviour in an empathetic and assertive manner, balancing the needs of the individual with responsibilities for the safety of the service and other service users. Issuing behaviour agreements, warnings, exclusions, and eviction notices in line with policy when necessary.
18. To attend handover meetings, weekly team meetings, team review days and other meetings as agreed with the Complex needs Coordinator. To chair and take minutes of meetings, as requested.
19. Safeguarding is everyone's responsibility, and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
20. Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection, Health and Safety and Emergency Planning & Awareness (including to providing assistance where available) policies and procedures.
21. Employees should embed environmental sustainability into their work, actively contributing to Brent becoming a carbon-neutral borough in 2030.

22. Undertake any other duties commensurate with the general level of responsibility of this post.

DBS Status	Enhanced DBS Adult
Politically Restricted (<i>delete as appropriate</i>)	No

Person Specification

<i>All criteria are essential</i>	To be identified by: Application Form(A) Test/assessment (T) Interview (I) (Please indicate all that apply)
Qualifications and Professional Membership requirements:	

Knowledge (please specify all essential criteria): <ol style="list-style-type: none"> 1. Knowledge and understanding of the homelessness and support needs of rough sleepers, the benefit of reconnection and the ability to translate knowledge into good practice. 2. The ability to work in a fast paced, high-pressured environment, with multiple competing priorities and to adapt to new situations quickly. 3. The ability to communicate effectively, both orally and in writing, proven administrative skills and the ability to set up and monitor assessment or support systems. 4. The ability to network, liaise, negotiating, advocate and influence effectively with outside agencies on behalf of service users. 5. Knowledge of housing legislation, welfare benefits, EEA nationals and other non-UK nationals' eligibility and entitlements. 	A/I/T A/I A/I/T A/I A/I/T
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Experience (please specify all essential criteria): <ol style="list-style-type: none"> 1. Experience of working with vulnerable people within housing, health, community care or voluntary sector. 2. Experience of key working, care planning and giving practical support to vulnerable clients in sustaining their tenancy. 3. Excellent negotiating skills with varied parties, including partner agencies and internal colleagues. 4. Experience of working effectively as a part of a busy team as well as being able to manage your own case load. 5. Experience of producing risk assessments, needs assessments and support plans 6. Successful track record of conflict management and dealing with individuals who present challenging behaviour 7. Experience of working away from the office, undertaking home visits. 8. Experience of case management and the ability to monitor workloads and provide performance information for management. 	<p>A/I</p> <p>A/I/T</p> <p>A/I</p> <p>A/I</p> <p>A/I/T</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
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Skills and abilities (please specify all essential criteria): <ol style="list-style-type: none"> 1. Ability to balance respect and empathy for the client with the ability to impartially scrutinize evidence in casework. 2. Approachable and accessible to a vulnerable, marginalised and sometimes chaotic client group. 3. Ability to advocate with agencies on behalf of clients. 4. Demonstrate a positive attitude towards customer service, putting them at the heart of the service. 5. Able to work on own initiative and meet conflicting deadlines. 6. Excellent IT skills to enable use of a range of Microsoft Office programmes. 7. Ensure that an accurate record is kept of all interviews, telephone calls, meetings and follow-up action and that all files are maintained to a high standard, in order to assist monitoring, decision-making and effective case management. 	<p>A/I</p> <p>A/I/T</p> <p>A/I</p> <p>A/I/T</p> <p>A/I</p> <p>A/I/T</p> <p>A/I</p> <p>A/I/T</p>
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<p>8. Ability to work with internal and external organisations and achieve positive outcomes.</p>	
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<p>List desirable criteria:</p>	
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