

<b>Post:</b>	<b>Project Worker (Complex Needs)</b>
<b>Delegated Authority</b>	<b>Level 7</b>
<b>Location:</b>	<b>Central London and Lewisham</b>
<b>Responsible to:</b>	<b>Services Managers/Team Managers/Deputy Managers</b>
<b>Responsible for:</b>	<b>Not applicable</b>

### **Job Purpose**

- Working within SHP's Policy and Procedural framework, and within a Biopsychosocial model of PIE (Psychologically Informed Environments), through the direction of Service managers you will be part of a team providing an effective, high quality support service to address the presenting needs of clients with complex needs in relation to poly substance misuse, mental health, and a wide variety of associated issues ( including: street activity, offending, physical health, background of complex trauma)
- The approach is psychologically informed with a focus on both harm minimisation and strengths/recovery frameworks
- The aim is to improve outcomes for service users both within the service and by enhancing their ability to make use of external community and statutory resources
- Working within an SHP service you will provide specialist interventions for a designated caseload and to the wider client group via our in-house recovery programme

### **Key Accountabilities**

#### **1.0 Referral, Assessment and Casework**

- 1.1 Respond to referrals within agreed timescales for both in-house referrals of existing Service users, and by supporting new scheme referrals via specialist input when deemed appropriate
- 1.2 Conduct skilled and sensitive assessments with clients who may be ambivalent about taking-up support, and who may have had difficult prior experiences with specialist services
- 1.3 Ensure assessment of client strengths as well as deficits, with a whole person focus. Use the assessment process to help the client understand in greater detail the interrelationship between their range of needs and accommodation options
- 1.4 Manage a caseload of complex service users, formulating and periodically reviewing a recovery plan that defines the basis for further interventions
- 1.5 Deliver ongoing casework interventions such as practical activities, key-work, advocacy, multiagency review and groupwork
- 1.6 Ensure casework applies recognised models client intervention, and ensure casework is recorded in line with SHP's Client Contact Recording Policy

## **2.0 In-House Recovery Programme Facilitation**

- 2.1 Participate in the delivery, evaluation and development of the in-house recovery programme
- 2.2 Enable service users to acquire greater insight into their problems, identify potential solutions, and strengthen their readiness to change
- 2.3 Enable service users to recognise the links between their complex needs and vulnerability to street activity, abuse/exploitation, substance misuse, repeat homelessness and interpersonal conflict
- 2.4 Raise awareness of the impact of unmet support needs in diminishing life opportunities, including access to move-on accommodation and independent housing
- 2.5 Identify care pathways and treatment options, and support the acquisition of the skills needed to participate in treatment settings
- 2.6 Provide evidence-based interventions in one-to-one, groupwork settings and skills workshop formats; co-delivering the programme with colleagues from both SHP and external partner agencies

## **3.0 Care Navigation & Stakeholder Relationship Building**

- 3.1 Maintain a comprehensive knowledge of the matrix of the host borough's services; understanding each service speciality, its thresholds and referral protocols
- 3.2 Coach service users, advocate on their behalf and make appropriate referrals to relevant specialist services
- 3.3 Build and maintain effective relationships with all stakeholders, including other services and specialties within SHP, external agencies, treatment and accommodation providers, service user groups, peer-led groups, and mutual aid communities and concerned others
- 3.4 Convene and/or attend regular multiagency treatment reviews to support the progression of multi-modality care plans as required and in consultation with service managers.
- 3.5 Attend and contribute to relevant host borough meetings
- 3.6 Adopt a professional approach that enhances the reputation of SHP's schemes both internally and externally

## **4.0 Specialist Advice Giving**

- 4.1 Provide specialist support and advice to SHP support staff within the service and with peer workers across SHP where applicable to enable effective progression of their casework in addressing complex needs
- 4.2 Respond to the enquiries of concerned others in-service, and signpost or refer them to appropriate services
- 4.3 Be able to write reports on the needs and progress of service users

## **5.0 Day-to-Day Shift Delivery**

- 5.1 Contribute to the effective day to day shift cover that supports the aims of the Service and delivers effective wraparound support to clients
- 5.2 Participate in the service's rota system

## **6.0 Financial and Budgeting Support**

- 6.1 Work with residents to maximise benefit entitlements and secure project income through the collection of rents and charges and the minimisation of arrears and void loss
- 6.2 Work with residents to maximise benefit entitlements and make sure that they are in payment by monitoring this through key working and day to day contact as well as use of SHP rent software
- 6.3 Assist residents to acquire budgeting skills, and set up basic bank and/or savings accounts
- 6.4 Adhere at all times to organisational and local financial procedures

## **7.0 Housing Management**

- 7.1 To ensure that all voids are prepared and re-let in a timely fashion in order to maximise income receivable from rents and charges
- 7.2 To monitor, record, report and follow up all maintenance issues within the scheme
- 7.3 To participate in the scheme's housing management procedures, such as room checks, locality checks and Health and Safety checks
- 7.4 For an agreed number of clients, to monitor rent accounts using the SHP rent software and to identify any discrepancies in clients' accounts. To work proactively to resolve any issues with clients and ensure rent collection is maximised

## **8.0 Deployment of Specialist Skills**

- 8.1 Respond in a psychologically-informed way to the challenges posed by complex needs in a residential setting
- 8.2 Deploy specialist skills such as motivational interviewing, harm minimisation, ITEP mapping, mindfulness, CBT-based decisional balance and behavioural modification interventions

## **9.0 Information Management**

- 9.1 In line with SHP's Client Contact Recording Policy and procedure, record all client contacts appropriately and accurately
- 9.2 Contribute to service delivery and evaluation by ensuring relevant files and recording systems are up to date, and that key performance information is correctly recorded

## **10.0 Safeguarding**

- 10.1 Ensure all SHP, host borough and national safeguarding procedures are adhered to
- 10.2 Using specialist knowledge of substance misuse, mental health and other needs areas, contribute to risk assessment and risk management, and the raising of alerts in respect of children and vulnerable adults
- 10.3 Ensure the dissemination to colleagues/managers of information acquired in performing the specialist role that contributes to the overall safety and responsiveness of the schemes

## **11.0 Service User Involvement and Peer-Led Activities**

- 11.1 Involve service users as stakeholders by contributing to the proactive acquisition of service user feedback, involvement and co-authorship of the schemes' operational model
- 11.2 Participate in existing SHP and host borough service user involvement initiatives
- 11.3 Support client peers to make recovery visible in the schemes and, where appropriate, to co-deliver activities
- 11.4 Maintain an up-to-date knowledge of mutual aid and peer-led recovery groups, and advise service users on how to access peer support

## **12.0 Health and Safety**

- 12.1 Work in accordance with SHP's health and safety policies and procedures in order to ensure the safety of residents, self, colleagues, contractors and other visitors at all times
- 12.2 Take responsibility for your own safe working and ensure local procedures around lone working and fire are followed at all times

## **13.0 Teamwork and Personal Development**

- 13.1 Participate fully as integrated into scheme in rotas
- 13.2 Complement and support the work of other scheme staff through full participation in handovers, team meetings, supervision, performance reviews and training. Be fully prepared to discuss ideas and offer solutions
- 13.3 Support the work of other scheme staff through the provision of specialist advice, coordinated care planning of shared key clients, and regular case review meetings
- 13.4 Take personal responsibility for own ongoing development and learning

## **14.0 Miscellaneous**

- 14.1 Work flexibly across sites as duties require
- 14.2 Undertake additional tasks and responsibilities as reasonably directed by a manager
- 14.3 Keep abreast of developments within the field

## Technical and Professional Know-How required for Effective Performance

- In depth experience of working with Complex Needs clients (e.g. substance use, mental health, offending, street activity and Anti-Social Behaviour, physical health, background of complex trauma) and a good understanding of the working methods of residential services delivering support and accommodation to them
- Proven experience and skills in delivering highly personalised assessment and casework, support planning, goal setting, advocacy, and the ability to apply this and share with others
- The ability to work intensively with clients, be analytical in approach, respond calmly to crisis and deal promptly, effectively, safely and creatively to complex and challenging situations
- A strong understanding of the issues that typically disrupt progress in journeys towards independence, such as mental health, substance misuse, self-harm, domestic violence, anger management, learning impairment and frailty due to illness
- A strong understanding of the Strengths and Recovery model, and the ability to apply this within a Psychologically Informed Environment (PIE)
- A strong understanding of the health and social care sector and the ability to navigate between and across specialties whilst working with clients to create a multiagency care plan
- The ability to engage, support and motivate clients to progress through structured activities, group work and engagement to treatment providers and services
- Excellent time management skills, ability to work on own initiative, manage competing priorities and maintain high standards
- Excellent team-working and interpersonal skills, maintaining a collaborative approach to delivering service objectives across work specialisms
- A commitment to anti-discriminatory practice
- Experience of reflecting critically upon own practice in order to enhance the experience of service users
- Strong IT skills including the use of Microsoft Office programmes and database recording systems
- An ability and willingness to work a rota that includes early and late shifts and covers weekdays and weekends

## Competencies Required For Effective Performance:

Competency	Example	Level
<b>Analytical Thinking</b>  (The ability to give proper consideration to problems and to come up with good solutions.)	<b>What this looks like in practice</b> <b>Gathers the required information to solve problems</b> <ul style="list-style-type: none"> <li>▪ Steps back from the problem and thinks about what information is required</li> <li>▪ Collects the information required to solve the problem</li> <li>▪ Draws upon and learns from previous experiences of self and others</li> <li>▪ Organises the information in a logical way</li> </ul>	<b>1</b>
	<b>Sifts and analyses information</b> <ul style="list-style-type: none"> <li>▪ Processes information quickly and draws accurate conclusions</li> <li>▪ Breaks down problems into their parts, identifies cause and effect</li> <li>▪ Makes accurate deductions</li> <li>▪ Evaluates whether arguments or cases are complete or sound</li> <li>▪ Challenges incorrect information or discrepancies</li> <li>▪ Reflects on what they've done and learns from it</li> </ul>	<b>2</b>
<b>Commitment and Drive</b>  (The ability to take the initiative and achieve targets and results)	<b>Is conscientious and professional</b> <ul style="list-style-type: none"> <li>▪ Meet targets and deadlines</li> <li>▪ Do what they say they are going to do</li> <li>▪ Prepares properly for meetings and events</li> <li>▪ Complies with defined policies and procedures</li> <li>▪ Understands the need to evidence what we do</li> <li>▪ Completes paperwork and reports in line with standards</li> </ul>	<b>1</b>
	<b>Is proactive and solution focused</b> <ul style="list-style-type: none"> <li>▪ Is enthusiastic and positive in what they do</li> <li>▪ Do things before they need to be told</li> <li>▪ Find solutions for themselves</li> <li>▪ Knows when to make decisions and when to seek support from others</li> <li>▪ Is flexible and adapts response according to the situation while working within. SHP policies and procedures</li> </ul>	<b>2</b>
<b>Efficiency and Effectiveness</b>  (The ability to plan and organise work so that deadlines, targets and standards are met)	<b>Organises own work</b> <ul style="list-style-type: none"> <li>▪ Thinks ahead about what needs to be done</li> <li>▪ Sets clear priorities for work</li> <li>▪ Shows good attention to detail; checks work for accuracy</li> <li>▪ Keeps files and other paperwork up to date</li> <li>▪ Knows where to find things</li> </ul>	<b>1</b>
<b>Teamworking</b>  (The ability to work cooperatively and supportively with their own team and other teams across SHP)	<b>Supports and considers others</b> <ul style="list-style-type: none"> <li>▪ Does their fair share</li> <li>▪ Is flexible and is prepared to help with things which are outside their own role</li> <li>▪ Sees when others are struggling and offers help</li> <li>▪ Owns their decisions and does not pass the buck</li> <li>▪ Actively contributes to team meetings</li> <li>▪ Shares knowledge and ideas with colleagues</li> </ul>	<b>1</b>

	<ul style="list-style-type: none"> <li>▪ Actively supports other teams across SHP</li> <li>▪ Promotes SHP as an organisation inside and outside the organisation</li> </ul>	
<p><b>Effective communication</b></p> <p>(The ability to communicate with others in a cooperative and sensitive way.)</p>	<p><b>Communicates clearly</b></p> <ul style="list-style-type: none"> <li>▪ Can talk to different types of people effectively</li> <li>▪ Checks that they have been understood</li> <li>▪ Speaks to people in a respectful and courteous manner</li> <li>▪ Respects and takes into account cultural differences</li> <li>▪ Uses appropriate body language</li> <li>▪ Writes clearly and concisely</li> <li>▪ Uses appropriate methods of communication</li> </ul>	<b>1</b>
<p><b>Resilience</b></p> <p>(The ability to deal with situations with clients and colleagues with confidence.)</p>	<p><b>Is self aware</b></p> <ul style="list-style-type: none"> <li>▪ Takes time to reflect on actions and behaviours and learn from them</li> <li>▪ Admits when they make mistakes and learns from them</li> <li>▪ Has the confidence to review what works and does not work</li> <li>▪ Is aware of their own strengths and areas for development</li> <li>▪ Takes responsibility for their own learning</li> </ul>	<b>1</b>
<p><b>Putting the Customer First</b></p> <p>(The willingness and ability to deliver the best possible <b>person centred</b> service to our customers - customers may be service users, RSLs, statutory bodies, colleagues in other departments etc.)</p>	<p><b>Builds effective relationships with customers</b></p> <ul style="list-style-type: none"> <li>▪ Makes themselves available for the customer</li> <li>▪ Treats people with respect and courtesy</li> <li>▪ Explores with customers their specific needs</li> <li>▪ Is very clear with boundaries – the customers at their own</li> <li>▪ Recognises that SHP exists to provide a service to our customers</li> </ul>	<b>1</b>
	<p><b>Finds positive solutions to meet customer needs</b></p> <ul style="list-style-type: none"> <li>▪ Actively seeks and offers alternative ways of meeting customers needs</li> <li>▪ Is responsive to customer problems, and works with them to resolve problems promptly.</li> <li>▪ Foresees problems rather than waiting for them to happen</li> <li>▪ Asks for feedback from customers about the service provided, and acts on it</li> <li>▪ Establishes effective working relationships with other agencies to meet customer needs</li> <li>▪ Knows when to refer on to other agencies</li> </ul>	<b>2</b>
<p><b>Embracing Change and Innovation</b></p> <p>(The willingness and ability to adapt to changing circumstances and come up with new and innovative ideas.)</p>	<p><b>Responds positively to change</b></p> <ul style="list-style-type: none"> <li>▪ Sees the positive aspects of change</li> <li>▪ Is flexible and adapts easily to new requirements</li> <li>▪ Is willing to learn and to take on new skills</li> <li>▪ Offers constructive alternatives if they disagree with a change</li> </ul>	<b>1</b>