

**Post:** Specialist Housing First Worker

**Delegated Authority:** Level 7

**Team:** Newham Housing First Service

**Responsible to:** Team Manager

**Responsible for:** Designated case load of clients.

### **Job Purpose**

Housing First is an innovative approach, proven to successfully support people with repeat histories of homelessness and who experience multiple disadvantages, into independent and stable accommodation. Based around a set of core principles, which are designed to achieve optimum outcomes, Housing First is about doing things differently; it requires flexibility and creativity from all agencies involved.

Core Principals;

1. People have a right to a home
2. Flexible support is provided for as long as is needed
3. Housing and support are separated
4. Individuals have choice and control
5. An active engagement approach is used
6. People are supported to identify their strengths, goals and aspirations
7. A harm reduction approach is used

This tailored support is designed to test the effectiveness of the model for a cohort of clients for whom other solutions have not been effective. It is essential that the successful candidate has an enhanced level of skill and experience to provide an intensive outreach and wraparound service

### **Key Accountabilities**

#### **1.0 Risk Assessment and Management**

- 1.1 To produce comprehensive and high quality risk assessment and risk management plans on an ongoing basis for clients.
- 1.2 To minimise risks to clients by identifying, reporting and following up any safeguarding concerns.

1.3 To provide a comprehensive handover of risks to all professionals who may be involved with cases.

## **2.0 Assessment of Need**

- 2.1 To work closely with the client to ensure a full and rounded picture of strengths and need is gained.
- 2.2 To implement continuous assessment with clients to ensure they are supported and have access to the resources they need in order to achieve positive and sustainable outcomes.
- 2.3 To ensure that the service is highly personalised and responsive to the specific needs of the client

## **3.0 Support and Action Planning**

- 3.1 To work in partnership with clients to translate need into action plans that are outcome focussed, SMART and demonstrate progress.
- 3.2 To monitor and review plans to ensure they remain relevant

## **4.0 Information Management:**

- 4.1 To ensure that all recording processes are followed up from initial assessment which correctly fall into SHP's policy and procedure. Furthermore to record client's information appropriately and accurately on the INFORM database.
- 4.2 To contribute to effective service delivery effective service delivery and evaluation by ensuring all relevant files and recording systems are up to date and that key performance information is correctly recorded.
- 4.3 To share information appropriately with colleagues and others involved.

## **5.0 Partnership working:**

- 5.1 To work in partnership with other relevant agencies and the clients in order that needs are assessed and are met, and as far as possible including external professionals in the support planning process leading to co-created plans
- 5.2 To take a proactive approach to building effective working relationships with professionals from the relevant services in and outside of the London Borough of Newham,
- 5.3 To work in partnership with SHP staff including the Service Manager, Team Manager, and other peers.

## **6.0 Supporting ongoing recovery**

- 6.1 Working in collaboration with key partner agencies by being responsive to requests, giving regular client updates, participating in multi-agency working.
- 6.2 Promoting activity that supports recovery including social activities, exercise, healthy eating and participation in mutual aid groups. Operating a recovery-focused approach including using coaching and motivational interview techniques

## **6.0 Social Inclusion**

- 6.1 To support individuals to work towards gaining greater independence through participation, at service and organisation level and within the wider community.

## **7.0 Client use of time**

- 7.1 Work with clients to identify activities that they would like to take part in to prepare them for independence and move through & include in needs assessment and action plans. Also to ensure clients are assisted to access such activities internally/ externally.
- 7.2 Take part in running activities or small groups in response to identified client needs or as part of a project wide programme of group work.
- 7.3 To support clients that are ready to move into work, education or training by assisting them to access suitable courses or placements.

## **8.0 Health and Safety**

- 8.1 To be aware of the roles and responsibilities and work in accordance of SHP's H&S Policy and the law around H&S at work. To take responsibility for the safe working of self and others and to ensure that local procedures around Lone Working and Fire are followed.

## **9.0 Teamwork/ Personal development**

- 9.1 To be flexible, to share skills and knowledge and support colleagues.
- 9.2 To participate in team meetings, supervisions, performance reviews and training by being fully prepared, ready to share and discuss ideas and offer solutions.
- 9.3 To be prepared to work flexibly in line with the service and client need. This may include working weekends and evenings
- 9.4 To take personal responsibility for own ongoing development and learning.

9.5 Under the direction of the line Manager to carry out additional tasks as identified

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

### **Knowledge**

- A good understanding of the core principals of the Housing First model with the ability to apply the approach.
- Able to demonstrate leaderships qualities, including strong negotiating and diplomacy skills

### **Experience**

- Experience of working with people who experience multi disadvantages.
- A proven track record of achieving measurable outcomes with people with complex needs
- Demonstrable experience of working effectively with partner agencies and developing contacts and networks across a wide range of local services.

### **Skills and abilities**

- The ability to work flexibly, creatively and in a solution focussed way
- To be analytical in approach, respond calmly to crisis and deal promptly, effectively, safely and creatively to complex and challenging situations.
- A good level of numeracy, literacy and comprehension skills and the ability to use I.T packages and databases
- The sensitivity and flexibility to find ways to work with people, who may be reluctant or have a low level of engagement with services

## Competencies Required For Effective Performance:

Competency	What this looks like in practice	Level
<p><b>Analytical Thinking</b></p> <p>(The ability to give proper consideration to problems and to come up with good solutions.)</p>	<p><b>Gathers the required information to solve problems</b></p> <ul style="list-style-type: none"> <li>▪ Steps back from the problem and think 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>
	<p><b>Sifts and analyses information</b></p> <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>
<p><b>Commitment and Drive</b></p> <p>(The ability to take the initiative and achieve targets and results)</p>	<p><b>Is conscientious and professional</b></p> <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>
	<p><b>Is proactive and solution focused</b></p> <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>
	<p><b>Goes the extra mile</b></p> <ul style="list-style-type: none"> <li>▪ Willingly take on extra tasks and/ or responsibilities</li> </ul>	<b>3</b>

	<p>outside of their current role.</p> <ul style="list-style-type: none"> <li>▪ Look for and enjoy new challenges and opportunities.</li> <li>▪ Achieve results through their own motivation and drive.</li> <li>▪ Starts and carries through new projects.</li> <li>▪ Consistently achieve high standards for themselves (and others).</li> </ul>	
<p><b>Efficiency and Effectiveness</b></p> <p>(The ability to plan and organise work so that deadlines, targets and standards are met)</p>	<p><b>Organises own work</b></p> <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> <li>▪ Meets targets and deadlines.</li> </ul>	<b>1</b>
	<p><b>Consistently delivers work on time and to standards</b></p> <ul style="list-style-type: none"> <li>▪ Produces work quickly</li> <li>▪ Meets quality standards.</li> <li>▪ Plans work and projects, sets clear milestones.</li> <li>▪ Monitors progress and takes action where performance deviates from plan.</li> <li>▪ Juggles several tasks and projects at any one time without letting any drop.</li> </ul>	<b>2</b>
<p><b>Teamworking</b></p> <p>(The ability to work cooperatively and supportively with their own team and other teams across SHP)</p>	<p><b>Supports and considers others</b></p> <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> <li>▪ Actively supports other teams across SHP.</li> <li>▪ Promotes SHP as an organisation inside and outside the organisation.</li> </ul>	<b>1</b>
	<p><b>Builds team spirit</b></p> <ul style="list-style-type: none"> <li>▪ Acts to promote cooperation in the team.</li> <li>▪ Emphasises the strengths of the team and builds on them.</li> <li>▪ Offers support and coaching when required.</li> <li>▪ Proactively identifies and manages conflict within the team.</li> <li>▪ Takes collective responsibility for team actions and decisions.</li> <li>▪ Represents the team positively to others in SHP.</li> </ul>	<b>2</b>
	<p><b>Promotes teamwork across SHP</b></p>	<b>3</b>

	<ul style="list-style-type: none"> <li>▪ Actively encourages teams across SHP to share best practice and new ideas.</li> <li>▪ Ensures that each team understands how they contribute to the organisation as a whole.</li> <li>▪ Finds out what other departments are doing to see if they can learn from them or to share ideas.</li> <li>▪ Ensures that each service/area promotes SHP as a whole externally and internally.</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>Shows warmth and consideration to others</b></p> <ul style="list-style-type: none"> <li>▪ Is open and honest.</li> <li>▪ Makes every effort to put people at their ease.</li> <li>▪ Is a good listener; gives people time.</li> <li>▪ Takes time to tune into what others are really thinking and feeling.</li> <li>▪ Is very aware of their own emotions and feelings and how these impact on others</li> </ul>	<b>2</b>
	<p><b>Influences people inside and outside the organisation</b></p> <ul style="list-style-type: none"> <li>▪ Speaks with enthusiasm and conviction.</li> <li>▪ Networks effectively inside and outside of SHP.</li> <li>▪ Adapts their style and approach to the needs of the audience.</li> <li>▪ Presents information so that others understand and are engaged.</li> <li>▪ Sells the benefits of their proposals to others.</li> <li>▪ Finds win- win results for both parties in a negotiation.</li> </ul>	<b>3</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>Is assertive and self confident</b></p> <ul style="list-style-type: none"> <li>• Presents self in a confident manner.</li> </ul>	<b>2</b>



	<ul style="list-style-type: none"> <li>• Raises issues in a constructive way.</li> <li>• Able to make clear decisions and act on them.</li> <li>• Remains calm and self controlled in challenging situations.</li> <li>• Acts decisively and appropriately in a crisis.</li> </ul>	
<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 and their own.</li> <li>▪ Recognises that SHP exists to provide a service to our customers.</li> </ul>	1
	<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>	2
	<p><b>Takes actions to improve customer service</b></p> <ul style="list-style-type: none"> <li>▪ Asks for others' ideas about how service can be improved.</li> <li>▪ Looks for ways to make procedures and systems more customer-friendly.</li> <li>▪ Involves customers in continuously improving the service.</li> <li>▪ Collaborates with other agencies and organisations to promote joint working.</li> <li>▪ Ensures that customer feedback affects real change across SHP.</li> </ul>	3
<p><b>Embracing Change and Innovation</b></p> <p>(The willingness and ability to adapt to changing circumstances and come up with new</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>	1
	<p><b>Generates new ideas</b></p> <ul style="list-style-type: none"> <li>▪ Challenges the way that things are done now and</li> </ul>	2

and innovative ideas.)	<p>proposes a better way.</p> <ul style="list-style-type: none"> <li>▪ Comes up with creative solutions and ideas.</li> <li>▪ Seeks new ways of working in partnerships.</li> <li>▪ Asks for others ideas on how changes and new ideas can be implemented.</li> <li>▪ Looks for new opportunities for promoting SHP.</li> </ul>	
	<p><b>Is entrepreneurial</b></p> <ul style="list-style-type: none"> <li>▪ Finds innovative solutions for improving the service.</li> <li>▪ Look for many different ways of creating new business.</li> <li>▪ Seizes opportunities to respond creatively to strategic external agendas.</li> </ul>	<b>3</b>