



<b>Post:</b>	<b>Specialist Housing First Worker</b>
<b>Delegated Authority</b>	<b>Level 7</b>
<b>Team:</b>	<b>Female Ex-Offender Housing First Team</b>
<b>Responsible to:</b>	<b>Service Manager</b>
<b>Responsible for:</b>	<b>N/A</b>

### Job Purpose

As a Specialist Housing First Worker in the Female Ex-Offender HF Team you will be responsible for delivering support to female clients who are multiply disadvantaged and are leaving prison after a period of incarceration. You will be responsible for the coordinating and delivering wrap around support for a caseload of up to 6 clients, and in line with the Housing First principles:

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

You will be working closely with the clients to develop a personalised support plan that is strengths-based and that identifies and responds to the range of agreed vulnerabilities and goals. You will also act as the key point of contact and coordinator for the agencies that will be required to build a team around the client. The support will be client-led and open ended and will be aimed at enabling the client to develop sustainable networks of support and promote independence.

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## Key Accountabilities

### 1. Accessing and Maintaining Settled Accommodation

- 1.1. To support clients to prepare to move into independent accommodation
- 1.2. To carry out in-reach into the prisons to enable as much preparation as possible prior to release
- 1.3. To enable access to interim accommodation on release if more work is required before moving to settled accommodation
- 1.4. To support clients with the practical aspects of managing and sustaining their accommodation
- 1.5. To ensure that all relevant benefits are in place
- 1.6. To work in partnership with the client and the local authority to ensure that rent and utilities payments are in place

### 2. 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. 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
- 3.3 To provide support that aligns closely with the principles of Housing First

### 4. Risk Assessment and Management

- 4.1. To ensure the appropriate management of client related risk, through the production of comprehensive and high quality risk assessment and risk management plans
- 4.2. To minimise risk to clients and others by identifying and following up any safeguarding concerns

### 5. Information Management

- 5.1. In line with SHP's client contact recording policy and procedure to record all client contact appropriately and accurately on the SHP database

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5.2. To ensure recording systems are up to date and that key performance and outcome information is correctly recorded

5.3. To share information appropriately with colleagues and others involved with individual clients

## 6. Partnership Working

6.1. To work closely with the referral agencies to ensure that clients that meet the criteria are identified and engaged with in a timely manner, well in advance of prison release dates (as far as possible)

6.2. To work with other professionals involved with the client and to coordinate and share information to ensure the provision of an effective team around the client

6.3. To work in partnership with a full range of services in order that clients needs are met. To take personal responsibility for a professional approach that enhances the reputation of the service both internally and externally.

## 7. Social Inclusion

7.1. To support individuals towards greater independence within their local community

## 8. Health and Safety

8.1. To be aware of the roles and responsibilities under SHP's Health and Safety Policy and the law around H&S at work

8.2. To take responsibility for the safe working of self and others and to ensure local procedures around Lone working are followed

## 9. Teamwork/ Personal development

9.1. To be prepared to work flexibly in line with the service and client need. This may include working weekends and evenings

9.2. To participate in meetings, supervisions, performance reviews and training by being fully prepared ready to share and discuss ideas and offer solutions

9.3. To take personal responsibility for own development and learning

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

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

### Experience and knowledge:

- A high level of experience and understanding of provision of services to people within the areas of offending, mental health, homeless people with complex needs & substance misuse; with a particular knowledge of & expertise in VAWG and domestic abuse.
- Experience of effective liaison with social, health, housing and criminal justice agencies.
- A significant level of experience, practise and understanding of the principles of risk and needs assessment, planning, goal setting, and reviewing.
- An understanding of the importance of professional integrity in relationships with service users, peers and other relevant professionals.

### Ability to:

- To find ways to engage and work with clients who may have a low level of interaction with and suspicion of services and make relationships with people who find it difficult to engage.
- To engage with a wide range of cross sector professionals, some of whom may have very different approaches to supporting clients and problem solving through a multi-agency approach, and advocate to agencies on behalf of the Housing First ethos and its clients.
- Ability to work effectively with clients who may present with challenging behaviour at times and take a trauma informed approach to understanding behaviours and building positive relationships with these clients.
- To communicate confidently and effectively, verbally and in writing.
- To be self-servicing in the use of the computer to create letters, minutes and key work notes and to send and receive emails.

### Attitude:

- A commitment to improving services and life chances for people with complex needs
- A commitment to the ethos of Housing First and a commitment to providing support that is truly client led
- A commitment to consistently holding clients in positive regard
- The confidence to take positive risks when necessary.
- Understanding of equal opportunities and the promotion of diversity in a working environment and in delivering a service.
- Understanding of and commitment to team work.

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## Competencies Required For Effective Performance:

Competency	What this looks like in practice	Level
<b>Analytical Thinking</b>  (The ability to give proper consideration to problems and to come up with good solutions.)	<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>Goes the extra mile</b> <ul style="list-style-type: none"> <li>▪ Willingly take on extra tasks and/ or responsibilities outside of their current role.</li> <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>	<b>3</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> <li>▪ Meets targets and deadlines.</li> </ul>	<b>1</b>

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	<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> <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>	<b>3</b>
<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</li> </ul>	<b>2</b>

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	how these impact on others	
<b>Resilience</b>  (The ability to deal with situations with clients and colleagues with confidence.)	<b>Is self aware</b> <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>
	<b>Is assertive and self confident</b> <ul style="list-style-type: none"> <li>• Presents self in a confident manner.</li> <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>	<b>2</b>
<b>Putting the Customer First</b>  (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.)	<b>Builds effective relationships with customers</b> <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>	<b>1</b>
	<b>Finds positive solutions to meet customer needs</b> <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>
<b>Embracing Change and Innovation</b>  (The willingness and ability to adapt to changing circumstances and come up with new and innovative ideas.)	<b>Responds positively to change</b> <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>
	<b>Generates new ideas</b> <ul style="list-style-type: none"> <li>▪ Challenges the way that things are done now and proposes a better way.</li> <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>	<b>2</b>

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