

<b>Post:</b>	<b>Lambeth PRS Resettlement Worker (Pathway)</b>
<b>Delegated Authority</b>	<b>Level 8</b>
<b>Team:</b>	<b>Lambeth Tenancy Support</b>
<b>Responsible to:</b>	<b>Line manager</b>
<b>Responsible for:</b>	<b>Not applicable</b>

## **Job Purpose**

The Lambeth Support Service provides flexible housing related support to clients with varying vulnerabilities in order to enable service users to continue to live independently and safely within their own home. The service is delivered in a manner that is respectful of service user's racial, cultural and/or religious backgrounds and respects individual dignity. The support provision operates as part of an overall network of support and care for service users working closely with other professionals involved in the support and care of the service user.

Through provision of support to vulnerable people moving from Lambeth hostels and into the private rented sector, resettlement support workers will reduce the risk of repeat homelessness, providing intensive and short term support to prevent tenancy breakdown and homelessness, and promote independence and social inclusion.

Resettlement Support Workers will hold a caseload of clients who require support to move on into accommodation; these clients will come via the Hostel Pathway. They will undertake a range of activities with clients they have been assigned and will focus on identifying and developing a client's ability to live independently, as well as to manage practical elements of independent living such as; paying rent, setting up and managing utilities, liaising with landlords and other agencies. The service will be delivered in a highly person centred and personalised way.

## **Key Accountabilities**

### **1.0 Need assessment**

To carry out comprehensive and on-going needs assessment with clients, with the client taking an active role in identifying the areas of support and how to meet their needs. To use the outcome star tool with individual clients and to use the needs that have been assessed and agreed upon to set SMART goals.

### **2.0 Risk assessment and management**

To produce comprehensive and high quality risk assessments and risk management plans with the input of the client and external agencies where necessary. To monitor and review plans in line with organisational policy and procedure to reflect the changing risks associated with individual clients. To minimise risk to clients by identifying, reporting and following up any safeguarding concerns. To follow the lone working procedure when in and out of the office.

### **3.0 Team work**

To work as part of a large, diverse team, sharing information and skills and supporting colleagues. To participate in team meetings and supervisions providing feedback and taking responsibility for continuing professional development. To represent the team and the organisation by being professional and working with the values that SHP hold central to the provision of a high quality service.

### **4.0 Partnership working**

To pro-actively liaise and foster communication with external agencies and internal departments in order to maximise client support services, funding, referrals and mutually beneficial working relationships.

### **5.0 Information management**

To adhere to the client contact policy and procedure by ensuring all client records are made in a timely and accurate manner. To contribute to effective service delivery and evaluation by maintaining up to date client contacts and recording of data relevant to the service.

### **6.0 Social Inclusion**

To promote social inclusion for clients at all times through participation at service level and within the local and wider community. To identify and promote opportunities for clients to participate in the community through education, volunteering, employment and leisure activities. To encourage use of the service's feedback methods so that service users can help shape the service. To feed back to managers any comments they receive from clients about service provision. To regularly deliver Tenancy Training to clients identified as ready to move into independent living via the Hostel Pathway.

### **7.0 Health and Safety**

To be aware of the roles and responsibilities and work in accordance with SHP's and legal guidance around health and safety at work. To be responsible and accountable for action in and out of the office. To take part in lone working duty to encourage the safe working of the whole team. To adhere to fire regulations and take part in fire drills.

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

### Experience

- Experience of working in a support service with vulnerable people, with an ability to devise, deliver and maintain high quality support through quality ongoing risk and needs assessments
- Experience of working within a strengths and recovery based model. Proactively engaging and motivating people to move towards an appropriate level of independence and inclusion.
- Experience of planning, facilitating and delivering group work sessions to a wide range of audiences.

### Ability and Knowledge

- The proven ability to effectively liaise with a range of external service providers and agencies and in order to share information about or improve services to clients.
- The ability to manage a flexible caseload of up to 26 clients, including being self motivating, have excellent time efficiency, the ability to prioritise different areas of work according to need and work under pressure and meet deadlines
- To have a good standard of computer literacy to input data accurately, communicate effectively through emails and produce good quality minutes and records of meetings, client interaction and letters
- A demonstrable understanding of some of the issues that can arise when working with vulnerable people with a range of backgrounds and support needs including: physical and mental ill health, problematic substance use, a history of offending and learning difficulties.
- A demonstrable understanding of how to empower vulnerable people who are moving from supported to independent accommodation

## 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>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>

	<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>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>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>	1
	<p><b>Is assertive and self confident</b></p> <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>	2
<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>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>	1
	<p><b>Generates new ideas</b></p> <ul style="list-style-type: none"> <li>▪ Challenges the way that things are done now and proposes a better way.</li> </ul>	2

	<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>	
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