

<b>Post:</b>	<b>Project Worker (Complex Needs Services)</b>
<b>Delegated Authority</b>	<b>Level 7</b>
<b>Location:</b>	<b>Central London, Redbridge and Lewisham</b>
<b>Responsible to:</b>	<b>Service 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), 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)
- Project workers will need to be resilient, innovative, flexible and creative and have a commitment to working collaboratively within a harm minimisation and strengths/recovery framework. Some clients will require advocacy and direct support in relation to social care and health services.
- 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

### **Key Accountabilities**

#### **1.0 DAY-TO-DAY SHIFT DELIVERY**

- 1.1 Contribute to the effective day to day shift cover that supports the aims of the Service, safeguards residents and responds flexibly to the immediate presenting needs of clients
- 1.2 Participate in the service's rota system

#### **2.0 REFERRAL, ASSESSMENT AND CASEWORK**

- 2.1 Throughout the process be sensitive to the fact that clients may be ambivalent about taking-up support, and may have had difficult prior experiences within services
- 2.3 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
- 2.4 Manage a caseload of complex service users, formulating and periodically reviewing a recovery plan that defines the basis for further interventions

#### **3.0 RISK ASSESSMENT AND MANAGEMENT**

- 3.1 To ensure the appropriate management of client related risk, through the production of comprehensive and high-quality risk assessment and risk management plans and to review these in accordance with procedural review timescales and in response to changing levels of risk.

## **4.0 SUPPORT AND ACTION PLANNING**

- 4.1 Working in partnership with clients and others involved in their support, to translate needs assessments into support and action plans which are person centred, outcome focussed, SMART and able to demonstrate clear and appropriate goals and actions towards progression and the achievement of each clients' aspirations.
- 4.2 Monitor and review plans to ensure tasks and actions are carried out in accordance with procedural review timescales and in response to changing levels of need.
- 4.3 To act as a central coordination point for external support services and to increase or taper support in line with presenting need
- 4.4 Establish an approach to casework that:
- Encourages engagement with the process and takes account of the communication needs of each client.
  - Enables service users to acquire greater insight into their needs, identify potential solutions, and strengthens their readiness to make positive change
  - Recognises the links between an individual's needs, their vulnerability to street activity, abuse/exploitation, substance misuse, repeat homelessness and interpersonal conflict
  - Raises awareness of the impact of unmet support needs in diminishing life opportunities, including access to move-on accommodation and independent housing
  - Identifies care pathways and treatment options, and support the acquisition of the skills needed to participate in treatment settings

## **5.0 HOUSING MANAGEMENT**

- 5.1 To contribute to the project's income through the minimisation of void loss and arrears by:
- ✓ Reporting, monitoring and following up maintenance jobs until completion.
  - ✓ Ensuring key clients' income is maximised by accessing appropriate benefits
  - ✓ Monitoring occupation charge accounts and addressing arrears with clients before they accumulate
  - ✓ Prepare void rooms for letting within agreed target times and efficiently process referrals by carrying out initial needs assessments and interviews
- 5.2 To complete detailed and thorough sign-ups to ensure that new residents understand the rights and responsibilities of both themselves and of SHP under their tenure agreements and to assist with all areas of move in to ensure new residents are made to feel comfortable and are given information concerning their tenure agreement, the local area and other services.
- 5.3 To participate in the scheme's housing management procedures, such as room checks, locality checks and Health and Safety checks
- 5.4 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

## **6.0 INFORMATION MANAGEMENT**

- 6.1 In line with SHP's client contact recording policy and procedure to record all client contact appropriately and accurately on the SHP database (INFORM). To ensure client contact records and casework forms are up to date and that key performance and outcome information is correctly recorded
- 6.2 To share information appropriately with colleagues and others involved with individual clients

## **7.0 PARTNERSHIP WORKING**

- 7.1 To work with in partnership with other SHP departments and external community agencies involved with the client and to coordinate and share information to ensure the provision of an effective and joined-up service which meets the needs of clients.
- 7.2 Internally these departments may include Quality, the Housing Services Department, Opportunities Programme staff, Finance and other hostels.

Externally this will include Referral agencies, other accommodation Pathway providers CMHTs, Social Services, health services, drug and alcohol treatment services, probation, housing, the emergency services, contractors working for registered providers and staff of the property owner, neighbours and local community groups.

- 7.3 To establish and maintain good links with local statutory, peer led and voluntary agencies and other community resources, individual grant giving charities or specialist agencies to support clients. Maintain a comprehensive knowledge of the host borough's services; understanding each service speciality, its thresholds and referral protocols
- 7.4 lead on convening and/or attend regular multiagency treatment reviews to support the progression of multi-modality care plans as required and in consultation with service managers
- 7.5 To take personal responsibility for a professional approach that enhances the reputation of the service both internally and externally.

## **8.0 SOCIAL INCLUSION & IN-HOUSE RECOVERY PROGRAMME**

- 8.1 Involve service users as stakeholders by contributing to the proactive acquisition of service user feedback, involvement and co-authorship of the schemes' operational model. Respond positively to client feedback.
- 8.2 Participate in existing SHP and host borough service user involvement initiatives
- 8.3 Support client peers to make recovery visible in the schemes and, where appropriate, to co-deliver activities
- 8.4 Maintain an up-to-date knowledge of mutual aid and peer-led recovery groups, and advise service users on how to access peer support
- 8.5 Work with clients to identify a menu of activities that they would like to take part in to occupy their time and to assist clients to access such activities externally or internally.
- 8.6 Support clients that may be ready to move into work, education or training by assisting them to access suitable courses or placements.
- 8.7 Working alongside Recovery Opportunities Co-ordinators and under the direction of your Service manager participate in the delivery, evaluation and development of the in-house recovery programme through the delivery of

One-to-one activities, group work and workshops; co-delivering a scheme specific activities programme with colleagues from both SHP and external partner agencies.

## **9.0 HEALTH AND SAFETY**

- 9.1 To be aware of key roles and responsibilities under organisational H&S policy and the law around H&S at work to ensure the safety of residents, colleagues, contractors and other visitors at all times.
- 9.2 To take responsibility for the safe working of self and others and to ensure local procedures around Lone Working and Fire are followed at all times.
- 9.3 To carry out room and building checks and to report and follow up all hazards/repairs/maintenance issues in a timely fashion.

## **10.0 TEAMWORK AND PERSONAL DEVELOPMENT**

- 10.1 To be flexible and to share skills and knowledge with support colleagues. To be prepared to work flexibly in line with the service and client need and to carry out additional tasks as appropriate.
- 10.2 To participate in meetings, supervisions, performance reviews and training by being fully prepared to share and discuss ideas and offer solutions.
- 10.3 To take responsibility for personal development and learning.
- 10.4 To actively engage with facilitated team reflective practice

## **11.0 FINANCIAL AND BUDGETING SUPPORT**

- 11.1 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
- 11.2 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
- 11.3 Assist residents to acquire budgeting skills, and set up basic bank and/or savings accounts
- 11.4 Adhere at all times to organisational and local financial procedures

## **12.0 DEPLOYMENT OF SPECIALIST SKILLS**

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

## **13.0 SAFEGUARDING**

- 13.1 Ensure all SHP, host borough and national safeguarding procedures are adhered to
- 13.2 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

- 13.3 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

#### **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**

**When completing your supporting statement, you will be required to address (using examples) some of the points within the box below.**

- Demonstrable level of relevant experience of working with complex needs as presented by former rough sleeping or homeless people, (e.g. combined issues either relating to poly substance use, mental ill health, multiple physical health needs, unmet social care needs, complex trauma, or repeat offending/street based ASB) in an environment where these needs are not supported by a statutory agency at the point of referral.
- Proven experience and skills in delivering highly personalised assessment and casework, support planning, goal setting, advocacy, and the ability to apply this in a caseload of clients who find it difficult to engage in formal keywork and where there are barriers to accessing statutory support.
- The ability to work intensively with clients, 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 good understanding of the Strengths and Recovery model, and the ability to engage, support and motivate clients to progress within a Psychologically Informed Environment (PIE)
- A good 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
- 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
- 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)	<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> </ul>	<b>1</b>

across SHP)	<ul style="list-style-type: none"> <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>	
<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>

