

JOB PROFILE

Post: **Specialist Multiple Disadvantage Worker**

Delegated Authority **Level 7**

Team: **SHP Stacy Street**

Responsible to: **Services Manager**

Responsible for: **Not applicable**

Job Purpose

- Working at Stacy Street you will provide specialist interventions for a designated caseload and to the wider client group via our in-house recovery programme
- The approach is psychologically informed with a focus on harm minimisation, dual diagnosis, and strengths/recovery frameworks.
- To improve access, opportunity, and outcomes for service users within schemes by enhancing their ability to make use of external statutory and community resources through development of proactive working relationships with Adult Social Care, Health, Mental Health and other specialist providers.
- To work dynamically with the Service Manager, Team Manager, Project Worker Complex Needs, ROC worker, and other professionals, as required, to identify and deliver person centred interventions and support plans.
- To give support and guidance to project workers and to set best practice standards of complex needs support.
- To ensure that organisational policy, the operational policy of the service and the care practice standards are followed.
- To devise best practice models and monitor individual support plans & programmes to ensure the safeguarding of each individual service user.
- To intensively support, and advocate for, service users with current (or previous experience) of rough sleeping & with complex needs to access the assessment, intervention, and treatment they may need.
- To build relationships of trust with service users to help them to understand and access the support they need, and to provide them with the skills & confidence enabling them to maintain their engagement and continuing treatment.
- To identify and record any recurring service or system-level barriers that are preventing clients' access to the interventions and support or care provision they have a right to receive.

Key Accountabilities

1.0 Referral, Assessment and Casework

- 1.1 Manage the referrals within agreed timescales, 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, keywork, advocacy, multiagency review and groupwork
- 1.6 Ensure casework applies recognised best practice models in 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 service users' acquisition of the skills needed to engage with, and 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 Islington 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, as well as the client, including other services and specialties within SHP, external agencies, treatment and accommodation providers, service user groups, peer-led groups, 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
- 3.5 Attend and contribute to relevant meetings e.g. Team Meetings, Multi Agency / Professionals Meetings, TAM, MARAC, IOM, Homelessness Forum, etc.
- 3.6 Adopt a professional approach that enhances the reputation of the service both internally and externally
- 3.7 To lead on client focus meetings and ensure regular (quarterly) reviews of all service users takes place.
- 3.8 To lead on implementation of PIE at the service and ensure that the service provides an environment in keeping with the aims and objectives of the service for adults with complex needs and that all Service Users are given the maximum opportunity to demonstrate and develop independence, skills, opportunities and positive outcomes.
- 3.9 To lead and develop resources for Stacy Street throughout, identifying partnerships with other agencies with a view of maximising opportunities for services users.
- 3.10 To build strong working relationships with the local community and support the Multiple Disadvantage Recovery Co-Ordinator in facilitating community events at the hostel, alongside resident community groups.

4.0 Specialist Advice Giving

- 4.1 Provide specialist support and advice to SHP practitioners at the service to enable effective progression of their casework in addressing complex needs
- 4.2 Respond to the enquiries of concerned others 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 provides effective wraparound support.
- 5.2 Participate in the service's rota system as required

6.0 Deployment of Specialist Skills

- 6.1 Respond in a psychologically informed way to the challenges posed by complex needs in a residential setting
- 6.2 Deploy specialist skills such as motivational interviewing, harm minimisation, ITEP mapping, mindfulness, CBT-based decisional balance and behavioural modification interventions
- 6.3 To lead on all referrals, assessments and allocation for Stacy Street
- 6.4 To attend regular partnership meetings concerning service users as and when necessary. Ensure regular (quarterly) reviews of all service users takes place
- 6.5 Ensure up-to-date confidential records for service users are maintained.
- 6.6 Discuss the referral allocation of Service Users with Team and Service Manager, and maintain awareness and understanding of national and local trends in service developments and legislation appropriate to Service Users.

7.0 Information Management

- 7.1 In line with SHP's Client Contact Recording Policy and procedure, record all client contacts appropriately and accurately
- 7.2 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

8.0 Safeguarding

- 8.1 Ensure all SHP, Islington and national safeguarding procedures are adhered to
- 8.2 Using specialist knowledge of substance misuse, contribute to risk assessment/management and the raising of alerts in respect of children and vulnerable adults
- 8.3 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

9.0 Service User Involvement and Peer-Led Activities

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

10.0 Health and Safety

- 10.1 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
- 10.2 Take responsibility for your own safe working and ensure local procedures around lone working and fire are followed at all times

11.0 Teamwork and Personal Development

- 11.1 Participate fully within service rota
- 11.2 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
- 11.3 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
- 11.4 Take personal responsibility for own ongoing development and learning
- 11.5 A commitment to identify training and development needs for all staff.
- 11.6 To support the Team Manager and Service Manager in all aspects of staff development and that training is being regularly reviewed.
- 11.7 To support the Team Manager and Service Manager in all aspects of staff development and that training is being regularly reviewed.
- 11.8 To support the Team Manager and Service Manager to implement training and research resources, to ensure that each member of staff's skills, aptitudes, training and experiences are fully utilised for service and client needs.

12.0 Miscellaneous

- 12.1 Work flexibly as duties require
- 12.2 Undertake additional tasks and responsibilities as reasonably directed by a manager
- 12.3 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.

Experience

- Demonstrable experience of working clients with complex needs such as Mental Health, Substance use or Physical Health needs.
- Experience of working with homeless service users, and a good understanding of the working methods of residential schemes
- Experience of establishing and maintaining good working relationships with other professionals, including those who may have different outcome priorities.
- Experience of reflecting critically upon own practice in order to improve the experience for service users.

Knowledge and Abilities

- The ability to create, develop and implement projects or plans
- A strong understanding of the issues that could disrupt progress in journeys towards independence, such as mental health, substance misuse, self-harm, domestic violence, anger management, learning impairment and/or frailty due to illness
- A strong understanding of the health and social care sector and how to navigate between and across specialties
- Demonstrable skills in person centred engagement and groupwork facilitation
- Strong time management skills, ability to work on own initiative, manage competing priorities and maintain high standards
- Strong team-working and interpersonal skills, maintaining a collaborative approach to delivering service/work objectives
- A strong understanding of anti-discriminatory practice
- Strong IT skills including the use of Microsoft Office programmes and database recording systems

Competencies Required For Effective Performance:

Competency	Example	Level
<p>Analytical Thinking</p> <p>(The ability to give proper consideration to problems and to come up with good solutions.)</p>	<p>Sifts and analyses information</p> <ul style="list-style-type: none"> ▪ Processes information quickly and draws accurate conclusions. ▪ Breaks down problems into their parts, identifies cause and effect. ▪ Makes accurate deductions. ▪ Evaluates whether arguments or cases are complete or sound. ▪ Challenges incorrect information or discrepancies. <p>Reflects on what they've done and learns from it.</p>	2
<p>Commitment and Drive</p> <p>(The ability to take the initiative and achieve targets and results)</p>	<p>Is proactive and solution focused</p> <ul style="list-style-type: none"> ▪ Is enthusiastic and positive in what they do. ▪ Do things before they need to be told. ▪ Find solutions for themselves. ▪ Knows when to make decisions and when to seek support from others ▪ Is flexible and adapts response according to the situation while working within. SHP policies and procedures. 	2
<p>Efficiency and Effectiveness</p> <p>(The ability to plan and organise work so that deadlines, targets and standards are met)</p>	<p>Consistently delivers work on time and to standards</p> <ul style="list-style-type: none"> ▪ Produces work quickly ▪ Meets quality standards. ▪ Plans work and projects, sets clear milestones. ▪ Monitors progress and takes action where performance deviates from plan. ▪ Juggles several tasks and projects at any one time without letting any drop 	2
<p>Teamworking</p> <p>(The ability to work cooperatively and supportively with their own team and other teams across SHP)</p>	<p>Supports and considers others</p> <ul style="list-style-type: none"> ▪ Does their fair share. ▪ Is flexible and is prepared to help with things which are outside their own role ▪ Sees when others are struggling and offers help. ▪ Owns their decisions and does not pass the buck. ▪ Actively contributes to team meetings. ▪ Shares knowledge and ideas with colleagues. ▪ Actively supports other teams across SHP. ▪ Promotes SHP as an organisation inside and outside the organisation. 	1
<p>Effective communication</p> <p>(The ability to communicate with others in a cooperative and sensitive way.)</p>	<p>Influences people inside and outside the organisation</p> <ul style="list-style-type: none"> ▪ Speaks with enthusiasm and conviction. ▪ Networks effectively inside and outside of SHP. ▪ Adapts their style and approach to the needs of the audience. ▪ Presents information so that others understand and are engaged. ▪ Sells the benefits of their proposals to others. ▪ Finds win- win results for both parties in a negotiation. 	3

<p>Resilience</p> <p>(The ability to deal with situations with clients and colleagues with confidence).</p>	<p>Is assertive and self-confident</p> <ul style="list-style-type: none"> ▪ Presents self in a confident manner. ▪ Raises issues in a constructive way. ▪ Able to make clear decisions and act on them. ▪ Remains calm and self-controlled in challenging situations. ▪ Acts decisively and appropriately in a crisis. 	<p>2</p>
<p>Putting the Customer First</p> <p>(The willingness and ability to deliver the best possible person centred service to our customers - customers may be service users, RSLs, statutory bodies, colleagues in other departments etc.)</p>	<p>Finds positive solutions to meet customer needs</p> <ul style="list-style-type: none"> ▪ Actively seeks and offers alternative ways of meeting customers' needs ▪ Is responsive to customer problems and works with them to resolve problems promptly. ▪ Foresees problems rather than waiting for them to happen ▪ Asks for feedback from customers about the service provided, and acts on it. ▪ Establishes effective working relationships with other agencies to meet customer needs. ▪ Knows when to refer on to other agencies. 	<p>2</p>
<p>Embracing Change and Innovation</p> <p>(The willingness and ability to adapt to changing circumstances and come up with new and innovative ideas.)</p>	<p>Generates new ideas</p> <ul style="list-style-type: none"> ▪ Challenges the way that things are done now and proposes a better way. ▪ Comes up with creative solutions and ideas. Seeks new ways of working in partnerships. ▪ Asks for others ideas on how changes and new ideas can be implemented. ▪ Looks for new opportunities for promoting SHP. 	<p>2</p>