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a safe place to
call home.

Company Limited by Guarantee number 1741926
Charity Number 287779
Registered in England as Single Homeless Project



Single
Homeless
Project

Job title: Project Worker Complex Needs

Delegated Authority: Level 7

Team: SHP Camden Adult Pathway Hostels

Responsible to: Services Manager

Responsible for: N/A

Job purpose



Working across SHP's Camden Women's Recovery Service, you will provide specialist interventions for a designated caseload and to the wider resident group via our in-house recovery programme. The approach is psychologically informed with a focus on harm minimisation, VAWG, DV, dual diagnosis, Women's Health, working within a strengths/recovery framework.

To improve access, opportunity, and outcomes for female service users within the service by enhancing their confidence and 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 ensure that organisational policy, the operational policy of the service, and 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, VAWG, DV, with complex needs to access the assessment, intervention, and treatment they may need. To build relationships founded on 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

Referral, Assessment and Casework

- Respond to referrals within agreed timescale
- 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.
- 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.
- Manage a caseload of complex service users, formulating and periodically reviewing a recovery plan that defines the basis for further interventions
- Deliver ongoing casework interventions such as practical activities, keywork, advocacy, multiagency review and groupwork
- Adopt a compassionate approach to working with people who have complex histories and experiences through the awareness of the impact your role/work has, aided by the use of reflective practice; informed by human rights based approach.
- Respond in a psychologically informed way to the challenges posed by complex needs in a residential setting.
- Ensure casework applies recognised best practice models in client intervention, and ensure casework is recorded in line with SHP's Client Contact Recording Policy.

In-House Recovery Programme Facilitation

- Participate in the delivery, evaluation and development of the in-house recovery programme.
- Enable service users to acquire greater insight into their problems, identify potential solutions, and strengthen their readiness to change.
- 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.
- Raise awareness of the impact of unmet support needs in diminishing life opportunities, including access to move-on accommodation and independent housing.
- Identify care pathways and treatment options, and support service users' acquisition of the skills needed to engage with, and participate in, treatment settings.

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- 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.

Care Navigation & Stake Holder Relationship Building

- Maintain a comprehensive knowledge of the matrix of Camden services, understanding each service speciality, its thresholds and referral protocols.
- Coach service users, advocate on their behalf and make appropriate referrals to relevant specialist services.
- 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.
- Convene and/or attend regular multiagency treatment reviews to support the progression of multi-modality care plans.
- Adopt a professional approach that enhances the reputation of the SHP schemes both internally and externally.

Specialist Advice Giving

- Respond to the enquiries of concerned others and signpost or refer them to appropriate services.
- Be able to write reports on the needs and progress of service users.

Day-to-Day Shift Delivery

- Contribute to the effective day to day shift cover that supports the aims of the schemes and provides effective wraparound support.
- Participate in the schemes' rota system.

Financial and Budgeting Support

- 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.

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

Information Management

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

Housing Management

- To ensure that all voids are prepared and re-let in a timely fashion in order to maximise income receivable from rents and charges.
- To monitor, record, report and follow up all maintenance issues within the scheme.
- To participate in the scheme's housing management procedures, such as room checks, locality checks and Health and Safety checks.
- 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.

Safeguarding

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

Deployment of Specialist Skills

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

Service User Involvement and Peer-Led Activities

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

Health and Safety

- 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 always.
- Take responsibility for your own safe working and ensure local procedures around lone working and fire are always followed.

Teamwork and Personal Development

- Participate fully within service rotas
- 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.
- 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.
- Take personal responsibility for own ongoing development and learning.

Miscellaneous

- Keep abreast of developments within the field.

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- To work flexibly within service rotas as required by the manager. SHP is at discretion to amend your responsibilities and, in addition to these, you may be required to perform other duties as may be required for the efficient running of the organisation.
 - To create inclusive working environments and cultures to enable colleagues and clients to feel safe and empowered to achieve their full potential.

Technical and professional know-how needed for position

When completing your application, you will be required to address (using examples) some of the points below

Experience and Knowledge

- In depth experience of working with Complex Needs clients (e.g. substance use, mental health, offending, street activity and Anti-Social Behaviour, physical health, background of complex trauma, VAWG, DV) and a good understanding of the working methods of residential services delivering support and accommodation to them.
- 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.
- 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.
- A strong understanding of anti-discriminatory practice.

Skills and Abilities

- The ability to create high-quality, personalised support and safety plans that are reflective of the clients you are working with.
- 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.
- Strong IT skills including the use of Microsoft Office programmes and database recording systems.