



Everyone deserves  
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

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<b>Job title:</b>	Project Worker Complex Needs
<b>Delegated Authority:</b>	Level 7
<b>Team:</b>	Westminster
<b>Responsible to:</b>	Team Manager
<b>Responsible for:</b>	Not applicable

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## Job purpose



King Georges Hostel is a 68 bed men's service, which provides 24/7 specialist support to clients with a variety of support needs sometimes including substance use, mental health difficulties, rough sleeping, criminal justice contact and self-care issues. The service aims to deliver a high quality accommodation based support service. During a resident's stay they will be supported to continue to address their support needs and we will work with residents and support them to work towards independence.

The length of stay at King Georges is 24 months and during this time we will support residents to work towards greater independence in order for them to move on to a less supported more independent environment. The role of complex needs project worker is a specialist role designed to work with people who may be more difficult than most to reach and establish working relationships with. As such, you will role model good practice for working with those who have experienced multiple disadvantage by adopting a trauma informed approach in line with SHP's psychologically informed framework.

In this role, you will also work closely with the recovery and opportunity coordinator (ROC) to form a programme that is built around the specific needs of our residents. This is an opportunity to create opportunities that are truly person centred. The full programme will be able to respond and adapt to the individual and specific needs of each resident. Within this setting, you will work to establish a culture of co-production where residents are at the forefront of the work that is carried out, helping to promote autonomy and build individual confidence and interpersonal skills

Whilst experience from a varied background is welcomed, direct experience of case working, preferably within a residential/accommodation-based setting, and the ability to hold a larger case load whilst sharing knowledge and providing coaching to other members of the team is essential.

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## Key accountabilities

### Specialist Support Work

- Manage a caseload of residents, forming close working relationships with other professional supporters and teams, to ensure that people are receiving appropriate wrap around support.
- Conduct skilled and sensitive support and safety plans with people who may be ambivalent about taking-up support, and who may have had difficult experiences in the past.
- Develop meaningful and honest relationships with residents, founded in partnership working where they are the expert in their experiences and what they need.
- Deliver ongoing support through the use of 1:1, group and community work including (in addition to practical skill development and key work) advocacy & multiagency work that also looks to develop confidence, self-esteem, self-image and interpersonal skills.
- Keep abreast with different approaches and understanding of mental health & distress, working with residents to develop an understanding of their experiences.
- 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 all casework, including outcomes, are recorded in line with SHP policy and procedure.

### Referrals and Assessment

- Respond to all referrals within agreed timescales.
- Use the assessment process as the starting base for relationship building, setting an example on how someone will be supported throughout their time with SHP, taking a trauma informed approach to this.
- Ensure assessments of current or potentially new residents take a whole person focus.
- Make use of the service cluster by ensuring that residents who are readying/willing to move to step down are able to do so without the creation of unnecessary barriers.

### In-House Recovery Programme Facilitation

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- Assist in the delivery, evaluation and development of the in-house recovery programme in partnership with the recovery and opportunities coordinator.
  - Enable residents and others to gain a better understanding of individual experiences, promoting self and peer led solutions to overcoming issues and strengthening individual readiness to change.
  - Enable residents and other staff to identify the psychosocial factors that impact the use of coping mechanisms such as hospital presentations, substance use, aggression/conflict which may no longer be helpful.
  - Raise awareness on the impact of multiple disadvantage on diminishing life opportunities, including access to accommodation and independent housing.
  - Identify individual care pathways and treatment options with support to acquire the skills needed to participate in and navigate such systems.
  - 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.
  - Ensure that residents' views are heard and included in the development of the in-house programme through the use of formal and informal approaches and feedback loops.

## **Co-production and Peer-Led Activities**

- Involve residents as stakeholders by contributing to the proactive acquisition of resident feedback, involvement and co-authorship of the schemes' operational model and activities.
- Assist in the development of a resident forum which is used as a consultative and feedback forum for the development and fine tuning of service delivery across the cluster as well as the development of a peer-support programme.
- Support the development and recruitment of peer support workers within and across the cluster through the use of co-produced role descriptions and activities.

## **Service Navigation & Stakeholder Relationship Building**

- Maintain a comprehensive knowledge of the borough's matrix of services; understanding each service speciality, its thresholds and referral protocols.
- Build and maintain effective relationships with all stakeholders, including other teams within SHP, external agencies such as care teams & GPs/pharmacies.
- Attend and contribute to relevant borough meetings and other internal/external fora.

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- Adopt a professional approach that enhances the reputation of SHP's schemes both internally and externally.

## **Day-to-Day Shift Delivery**

- Contribute to the effective day to day shift cover that supports the aims of the service and delivers effective wraparound support to residents.
- Respond to the needs of residents and visitors as needed.
- Ensure adequate service delivery through the use of comprehensive handovers and clear communication in line with organisation and local Shift Delivery and Handover Policy and Procedure.
- Adhere to organisational and local financial procedures.
- Participate in the service's rota system.

## **Financial Budgeting and Digital Inclusion**

- Work with residents to maximise benefit entitlements and secure project income through efficient rent collection and the minimisation of arrears and void loss.
- Ensure people are adequately supported to maintain benefits through key work, day-to-day contact and use of SHP rent software.
- Support individuals to address and/or challenge benefits sanctions/suspensions, including where benefits have not been awarded.
- Work with those who have no recourse to public funds (NRPF) to secure an income and/or access services to meet their basic needs.
- Support the development of independent budgeting skills where appropriate through the use of information and advice giving as well as looking at practical skills.
- Ensure that everyone is given the opportunity and encouraged to create their own email accounts, with regular encouragement and/or support to access this.

## **Housing Management**

- Ensure that all voids are prepared to an acceptable standard and re-let in a timely fashion in order to maximise income receivable from rents and charges.
- Monitor, record, report and follow up all maintenance issues within the scheme.

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- Participate in housing management procedures, such as room checks, locality checks and Health and Safety checks.
  - Support a psychologically and trauma informed understanding of the issues which can be present when carrying out room checks in personal living spaces and being mindful of own impact on these spaces and experiences.
  - In partnership with SHP's rents and housing services teams, monitor rent accounts using the SHP rent software and take necessary action where discrepancies have been identified.

## **Information Management & Data Collection**

- In line with SHP's Client Contact Recording Policy and procedure, record all relevant contacts and casework outcomes appropriately and accurately.
- Produce reports on the changing dynamics and needs of residents, including progress made and setbacks encountered.
- 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.

## **Safeguarding and Safety Planning**

- Ensure all SHP and borough/national safeguarding procedures are adhered to.
- Use specialist knowledge of complex experiences and/or behaviours to contribute to safety planning, and the raise concerns in respect of children and vulnerable adults where necessary.
- Ensure the dissemination to colleagues/managers of information acquired in performing the specialist role that contributes to the overall safety and responsiveness of the services.

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



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## Teamwork and Personal Development

- Participate fully as integrated into scheme in rotas.
- Complement and support the work of other scheme staff through full participation in handovers, team meetings, reflective practices, supervision, performance reviews and training. Be fully prepared to discuss ideas and offer solutions.
- Provide specialist support and advice to SHP support staff within the service to enable effective progression of their casework in addressing complex experiences and behaviours.
- 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

- Work flexibly across sites as duties require.
- Undertake additional tasks and responsibilities as reasonably directed by a manager.

## Technical and professional know-how needed for position

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

### **Experience and Knowledge**

- Demonstrable case/key working experience, including working with people who have complex or troubling experiences and/or behaviours.
- Experience of working with people who have experienced or been threatened with homelessness including those who live in temporary or insecure accommodation.
- An understanding of how trauma and adversity have the potential to create re-occurring incidences of multiple disadvantage.
- An awareness of the legislation that governs mental health services and the application of such legislation.
- An understanding of the multiple issues that can lead to homelessness and how such experiences can impact on people's willingness to then engage with services.

### **Skills and Abilities**

- The ability to produce high quality, personalised support and safety plans that are reflective of the clients you are working with.
- A strong grasp of the health and social care sector with the ability to navigate across various specialties whilst working with multi-agency professionals, to create support and safety plans for clients.
- The ability to spend time getting to know people and understand them, particularly when it seems that they are disinterested.
- Strong time management skills - the ability to manage competing priorities while maintaining high standards.
- Ability to work unsupervised and use your own initiative
- Strong I.T skills including the use of Microsoft Office programmes and database recording systems.