



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>	Resettlement Worker
<b>Delegated Authority:</b>	Level 8
<b>Team:</b>	165 Kings Cross Road
<b>Responsible to:</b>	Service Manager
<b>Responsible for:</b>	N/A

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## Job purpose



Camden Rough Sleepers Hub at 165 King's Cross Road plays a pivotal role in Camden's response to rough sleeping. As a 16-bed short stay service, it is more than accommodation; it is a critical turning point. The Resettlement Worker exists to ensure that time at 165 is not just safe, but transformative. Your role is to turn crisis into momentum, and momentum into a sustainable move forward.

This role is about creating pathways out of rough sleeping that are realistic, personalised and achievable. Clients arriving at 165 are often navigating multiple disadvantages, including challenges with substance use, mental and physical health, and contact with the criminal justice system. You will work alongside support colleagues to ensure that every person has a clear, tailored move-on plan that recognises both their strengths and the barriers they face. Your work helps ensure that short stay truly means short stay, preventing people from becoming stuck in services and instead supporting them into stable accommodation that meets their needs.

Resettlement is not simply about finding a room; it is about building the right opportunities at the right time. Through strong relationships with housing providers, private landlords and wider pathway services, you will widen options and advocate for clients who may struggle to access housing independently. You will navigate housing pathways, local connection rules and support thresholds with confidence and creativity, always focused on securing safe, appropriate move-on options that reduce the risk of a return to rough sleeping.

This role exists because ending rough sleeping requires decisive, coordinated action. By moving people on promptly and sustainably, you free up vital spaces for others in crisis while helping individuals take their next step towards independence and stability. Your impact is felt in every successful tenancy, every reconnection, and every person who leaves 165 with renewed hope and a place to call home.

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# Key accountabilities

## Support Planning

- To carry out comprehensive assessment with clients of their life skills.
- To support clients to identify their move on needs and resettlement goals and develop client centred strategies to achieve these goals.
- To carry out comprehensive risk assessments and risk management plans in conjunction with clients and significant others to in respect of client's resettlement need.
- To minimise risks to clients, staff, and others by identifying, reporting, and following up any safeguarding concerns.
- To attend all resettlement meetings to ensure a seamless transfer of clients, and task allocation.

## Information Management

- To record all client contacts in a timely manner and accurately on the client recording data base.
- To contribute to effective service delivery and evaluation by ensuring that all relevant files and recording systems are up to date.
- To always maintain client confidentiality and ensure that all personal data is protected in line with organisational procedures.
- To participate in client feedback/surveys/information gathering through exit surveys, questionnaires, etc.

## Partnership Working

- To work in partnership with other SHP departments, in particular the Opportunities Team and PRS Access team, to increase client's tenancy management skills, and to support with facilitation of Move-on options.
- To work in partnership with external agencies, both statutory and non-statutory
- To take personal responsibility for a professional approach that enhances the reputation of the service both internally and externally.
- To identify and build relationships with a range of housing providers to facilitate safe and stable client Move-on options.

## Social Inclusion

- To support clients to work towards gaining greater independence through participation in the service, the organisation and the community.

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- To promote the projects internal feedback methods such as the complaint's procedure, meetings, suggestion boxes etc and to respond positively to suggestions.
  - To facilitate groups, or individualised activities within the service in response to identified client needs or as part of a project wide Life Skills and Independent Living programme of group work.
  - To take personal responsibility for feeding back to colleagues/managers any information or comments that would contribute to ensuring the service is relevant and responsive.

## **Client Use of Time**

- To work with clients to identify life skills activities that they would like to take part in to prepare them for independence and move through.
- To ensure clients are assisted to access a range of life skills/ independent living skills activities internally/ externally.
- To support clients that are ready to move into work, education, or training by assisting them to access suitable courses or placements.

## **Health & Safety**

- To be aware of the roles and responsibilities under SHP H&S policy and the law around H&S at work.
- To take responsibility for the safe working of self and others and to ensure local procedures around Lone Working and Fire are followed when on shift.
- To support the team and service by assisting with the building checks and ensure that issues are reported and addressed in a timely fashion.

## **Housing Management**

- To contribute to the Project's income through the minimisation of void loss and arrears.
- Ensuring key clients being resettled with arrears have agreed and signed a repayment agreement that are appropriate and affordable.
- Monitoring rent accounts and addressing arrears with clients to avoid the need for arrears repayment agreements.
- Updating central Voids team in a timely manner of all upcoming voids.
- To conduct all pre voids checks as soon as possible prior to the client moving to their move on accommodation.
- To complete all the necessary end of placement activities on Inform and Active H.

## **Teamwork & Personal Development**

- To be flexible, to share skills and knowledge and support colleagues.

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- To participate in team meetings, supervisions, performance reviews and training by being fully prepared, ready to share and discuss ideas and offer solutions.
  - To take personal responsibility for own ongoing development and learning.

## Miscellaneous

- 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

- A demonstrable understanding of the Recovery Model, and the ability to engage and motivate people to move towards independence and inclusion.
- An understanding of the private rented sector market and ability to broker safe and affordable Move-on options.
- A good understanding of the housing pathway to ensure effective and suitable move on options are offered to clients.
- A good understanding of safeguarding issues and the ability to undertake comprehensive risk assessments related to this.
- A working knowledge of Housing Management as applied to a residential setting, and / or client's move on accommodation.

### Skills and Abilities

- A proven ability to work in partnership with external stakeholders, particularly community mental health services and/or substance use services.
- A proven ability to create and deliver SMART Resettlement action plans with clients through high quality risk and needs assessments.
- A level of numeracy sufficient to carry out tasks such as budgeting with clients, calculating benefit entitlements and monitoring rent payments.