

Job Description

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| **Job Title:**  | Resettlement Worker |
| **Team/Service :**  | ASB and Vulnerability Team |
| **Business Unit :** | Community Safety  |
| **Commissioning Area**  | Communities and Customer Services |
| **Responsible To:** | ASB and Vulnerability Manager |
| **Accountable To:**  | ASB and Vulnerability Manager |
| **Salary Grade: *(Spinal column points only)***  | F (SCP 12-17) |

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| 1. **Key Purpose of Job**
2. To improve outcomes, including general wellbeing, for people with multiple and complex needs.
3. To assist our most complex and vulnerable clients who have lost or are at risk of losing their accommodation to help them move into suitable housing and sustain it.
4. To assist our most complex and vulnerable clients into relevant support services where need has been identified.
5. To provide comprehensive advice and support on housing options with the aim of preventing homelessness wherever possible.
6. To ensure effective communication across relevant teams to ensure a coordinated delivery of supportive or other interventions that meet the needs of rough sleepers and address other relevant community safety concerns. In particular to work closely with the Leonard Stocks Centre, the Housing First Team, Torbay Council’s ASB and Vulnerability Team and Housing Options Team.
7. To promote the safeguarding of adults who use the service.
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| 1. **Anticipated Outcomes of Post**
2. Targeted intervention focusing on engaging with rough sleepers and those most excluded with complex needs to prevent homelessness.
3. Reduced demand on Housing Options and associated services.
4. Improved safety, wellbeing, access to / maintenance of accommodation and engagement with services. Reduced social isolation, vulnerability and risk of harm.
5. Maintenance of accurate and up to date information of Torbay’s rough sleeping population and bespoke plans of working with them to enable the best response to identified need.
6. More effective partnership working by the implementation of effective working arrangements and information sharing across relevant teams.
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| 1. **List Key Duties and accountabilities of the post**
2. To work with the Leonard Stocks Centre, the Housing First Team, the various parts of Torbay Council’s ASB and Vulnerability Team and Housing Options team to identify rough sleepers and those at risk of rough sleeping, share information and coordinate comprehensive interventions.
3. To manage a case load and assist other officers with advice, related to complaints/cases received by Housing Options and the wider Community Safety Department that involve elements of vulnerability and homelessness.
4. To work with people from the street to accommodation, conducting outreach work on a regular basis.
5. To provide direct assistance to clients to attend important appointments commensurate with the aims of the post.
6. Work with clients seeking support, by developing a holistic approach to care planning and risk management and working in collaboration with other services to assess their needs and identify work towards individual goals ensuring an integrated approach towards support and risk management.
7. To offer support to individuals with complex needs that are at risk or have lost their accommodation.
8. Assist with the delivery of the Severe Weather Protocol (SWEP).
9. To provide appropriate advocacy for clients experiencing difficulties.
10. Develop positive working relationships with clients in order to facilitate the best possible outcomes and address issues of social isolation and exclusion.
11. To complete housing benefit applications with all those accessing temporary accommodation and support those who have been assisted into move-on accommodation.
12. To carry out comprehensive assessment of clients, developing engagement plans for those with complex needs. This duty will include conducting client risk assessments from the start and ensuring such plans are regularly reviewed.
13. To use a solution focussed approach in the work undertaken.
14. Work in such a way that considers and promotes the safety and wellbeing of the wider community.
15. Ensure effective and confidential communication between local authority, statutory agencies such as the Police and health care agencies.
16. Maintain accurate and timely records and assist with the monitoring of outcomes.
17. Conducting all external relations in such a way as to enhance the Alliance’s good standing and reputation.
18. Proactively work with landlords, provide advice re anti-social behaviour, tenancies, obligations etc to facilitate sustainable tenancies.
19. To ensure appropriate safeguarding takes place at all times in line with established policy and procedure times in relation to adults and children identified in the course of duties.
20. To be flexible and carry out such other appropriate duties as may be required by the head of service commensurate with the grade of this post.
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| 1. **Give examples of the typical types of problems and decisions the post will be required to make**
	1. The post holder will work with a range of clients that will involve complex needs including, mental health or substance misuse issues. This will involve identifying the most appropriate agencies to work with to ensure that the most appropriate actions are undertaken to protect those most at risk, such agencies include the Police, Probation, mental health teams, GP’s, Housing providers etc.
	2. The post holder will be required to consider what action is necessary from the range of options available e.g. supportive intervention etc to help maintain or enable someone to access accommodation.
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| 1. **Budgetary / Financial Responsibilities of the post**
	1. None.
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| 1. **Supervision / Line Management Responsibilities of the post (Please show / provide organisation structure as an appendices, showing official reporting lines)**
	1. None
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| 1. **Working Environment & Conditions of the post**
	1. There will be normal working environment although will be expected to attend home visits and undertake assessments in properties or engage with individuals on the streets on a regular basis.
	2. Client group are likely to be challenging and have complex needs, with the majority of engagement being outside of the office environment.
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| 1. **Physical Demands of the post**
	1. Normal physical effort
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| 1. **Specific Resources used by the post**
	1. PC, mobile phone etc.
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| 1. **Key Contacts and Relationships**

**10.1 External** Torbay and South DevonNHSFoundation Trust, GP’s, temporary accommodation providers, supporting people providers, letting agents, landlords, other support providers, registered landlords, advocacy agencies, social services, Probation, Police, IOM, housing needs services across Devon, and any other voluntary and statutory agencies. **10.2 Internal**   Other service areas within Torbay Council including other Housing related sections and Senior Managers. |
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# Other Information

* 1. All staff must commit to Equal Opportunities and Anti-Discriminatory Practice.
	2. Adhere to Community Safety’s Lone Working Policy
	3. Adhere to the Council’s Safeguarding Policy for Adults and the Safeguarding Policy for the Protection of Children
	4. Adhere to Housing Legislation, Code of guidance and the service procedures.
	5. The Council operates a Smoke-Free Policy and the post-holder is prohibited from smoking in any of the Council's buildings (including Council owned and Council leased buildings, but excluding designated areas in residential schemes), enclosed spaces within the curtilage of buildings, and Council vehicles. **Staff will not be released for a break that is specifically for smoking.**
	6. The post-holder is expected to familiarise themselves with and adhere to all relevant Council Policies and Procedures.
	7. The post-holder must comply with the Council’s Health and Safety requirements as outlined in the H&S policy appropriate to the role.
	8. This post is based at the Town Hall but the post holder may be required to move their base to any other location within the Council at a future date.
	9. As this post meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants who are offered employment will be subject to a criminal record check (Disclosure) from the Criminal Records Bureau before the appointment is confirmed. This will include details of ALL cautions, reprimands or final warnings as well as convictions, whether “spent” or “unspent”. Criminal convictions will only be taken into account when they are relevant to the post.

**Person Specification**

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| **Note for Candidate****All Candidates**The supporting statement on your application form will be used to assess ability to meet the essential requirements of the role, so you should explain how you meet each of the numbered essential requirements within your supporting statement.  In a competitive situation, the desirable criteria may be taken into consideration, so you are encouraged to show how you also meet each of the desirable criteria.Candidates who consider that they have a disabilityReasonable adjustments will be made to the job, job requirements or recruitment process for candidates with a disability.If you consider yourself to have a disability you should indicate this on your application form, providing any information you would like us to take into account with regard to your disability in order to offer a fair selection interview.Where ever possible and reasonable we will make adjustments and offer alternatives to help you through the application and selection process. If you have indicated that you have a disability on your application form you will be guaranteed an interview if you clearly demonstrate in your supporting evidence how you broadly meet the essential requirements of the role.  |

**Person Specification**

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| Managers will assess candidates against their ability to meet the essential requirements of the job. Candidates will be assessed against their ability to meet the desirable requirements of the job in a competitive situation. Candidates with a disability will be guaranteed an interview if they meet the essential requirements only. Reasonable adjustments will be made to the job, job requirements or recruitment process for candidates with a disability.Candidates should explain how they meet each of the numbered requirements within their supporting statement. |

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| **Essential Skills and Effectiveness:** | **Desirable Skills and Effectiveness:** |
| 1. To be able to use effectively a range of modes of communication including verbal, email, telephone, formal and in formal reports and in presentations taking into account issues of confidentiality.
2. To be able to communicate with clarity, tact and purpose in all relevant situations.
3. Good organisational ability, particularly self-organisation, ability to see tasks through to a successful conclusion.
4. Attention to detail and ability to maintain accurate records.
5. Ability to establish positive relationships with partners, generating confidence and respect.
6. Ability to contribute towards change.
7. Able to elicit information from service users, carers and professional staff surrounding a wide range of topics
8. A democratic and inclusive style.
9. Ability and willingness to make appropriate evidence based recommendations in complex cases ability to work independently.
10. Ability to form appropriate professional relationships and boundaries with clients.
11. Confidence in using one’s own authority effectively and appropriately.
12. Pro-activity in seeking opportunities for development of skills and knowledge
13. Confidence to suggest practice change where need is identified
14. Initiative and commitment with a flexible approach to work.
15. Ability to contribute to the evaluation of work undertaken and the outcomes
 | 1. High standard of report writing.
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| **Essential Knowledge:** | **Desirable Knowledge:** |
| 1. Working knowledge of risk assessments, Safeguarding, MAPPA etc.
2. Knowledge of the roles and responsibilities of Statutory and voluntary agencies and experience of liaising with them.
3. Knowledge of PC based computer systems, including Excel and Word.
4. Knowledge of legal and professional matters in relation to this area of work.
5. Knowledge and understanding of case management and the appropriate provision of information to external agencies.
6. Knowledge of involving a client in their own care, taking a person centred approach.
7. Understanding of the causes of homelessness and the pathways out of homelessness.
8. A sound understanding of mental ill health, domestic abuse, sexual violence and substance misuse.
 | 1. Awareness of welfare rights and benefits and the potential impacts of changes/proposed changes.
2. Current homelessness legislation, case law, codes of practices.
3. Knowledge of current legislation aimed at dealing with ASB.
4. Working knowledge of the Mental Health Act 1983, Mental Capacity Act 2005 and subsequent legislation as it affects the client group.
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| **Essential Experience/Achievements:** | **Desirable Experience/Achievements:** |
| 1. Experience working with vulnerable individuals who have complex needs.
2. Experience of attending and or chairing complex meetings
3. Experience or working collaboratively with other professionals and agencies.
4. Ability to be holistic and assess the needs of individuals taking into account developmental, behavioural and environmental factors.
5. Demonstrates experience of working in or with the health, social care or criminal justice setting.
6. Experience of working with homeless people or rough sleepers, including key working and care planning.
7. Demonstrate experience of successful partnership working leading to positive outcomes.
8. Experience of supporting people to address their needs by the use of comprehensive assessment and case management.
 | 1. Experience of working in the substance misuse field.
2. Conflict management and problem solving.
3. Experience of outreach/community based working.
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| **Essential Qualifications/Professional Memberships:** | **Desirable Qualifications/Professional Memberships:** |
| 1. Educated to GCSE standard or equivalent
 | 1. Professional qualification in housing or related area of work
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| Essential – Other requirements of the job role * Demonstrates a commitment to safeguard and promote the welfare of adults, children and young people
* Ability to carry out the physical requirements of the role (i.e. manual handling)
* Ability to travel efficiently around Torbay and surrounding areas in order to carry out duties
* Ability to accommodate unsociable hours and weekend working

**May 2019** |  |
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