



<b>JOB DESCRIPTION &amp; Person Specification</b>	
<b>Job Title:</b>	Housing First Casework Co-ordinator
<b>NJC Scale Point:</b>	NJC Pt 9-19 depending on experience, pro rata for part time roles.
<b>Hours:</b>	18.75 hours per week (0.5 full time equivalent) and such additional hours as are required by the business from time to time.  Flexible working may be available subject to the requirements of the service, the business and operational management.
<b>Annual Leave:</b>	26 days plus statutory (pro rata) and bank holidays (1 additional day after each year of service, up to a maximum of 31 days).
<b>Location:</b>	DHI Head Office, Milsom Street, Bath and any other location reasonably requested by the organisation. [The role may require a significant amount of travel across the Bath & North East Somerset region and the use of a car and willingness to use it for the purposes of this role is an essential requirement]
<b>Pension:</b>	Contributory pension scheme (employer's contribution 7% to a minimum 3% contribution from employee).
<b>Accountable to:</b>	Reach Service Manager
<b>Accountable for:</b>	NA

### **Principle Purpose of the Job**

To provide and co-ordinate a wide range of support for individuals with complex needs and a history of homelessness using the Housing First approach.

### **Key Duties and Responsibilities**

- Build trusting relationships with current and ex rough sleepers to help them articulate their goals and aspirations offering personal, therapeutic and emotional support. The work will be informed by core Housing First principles.
- Liaise with the partnership to assist with the client living in accommodation of their choice, this will include practical help with furniture, benefits advice, accompanied visits and liaison with landlords.

- Develop and maintain relationships with clients to enable person-centred support through regular contact including visits to their home and appropriate community settings.
- Provide support to help clients manage their own lives and their home to their full potential including dealing with benefits, budgeting and neighbour relations.
- Promote and encourage peer involvement within the service.
- With client agreement, liaise with other agencies to facilitate access to support including Adult Social Care, Criminal Justice services, Health services, employment and training agencies.
- Support the clients to access community resources including but not limited to: The Wellbeing College, pre-employment training, education and volunteering.
- Regularly review the person centred support plan to update, record and monitor progress of each client.
- Actively participate in achieving key performance indicator targets as set by the partnership and the project steering group.
- Contribute to regular reports on the service and the service evaluation project as required.
- Build and maintain networks with staff from other agencies to ensure the Housing First service is widely known and promoted.
- Provide temporary cover for colleagues as required.
- Work evenings and weekends if the service requires

### **Organisational Responsibilities**

1. At all times adhere to DHI policies and procedures, with specific reference to:
  - Confidentiality: ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity.
  - Data Protection Act and Information Governance: to comply with the requirements of the Data Protection Act and General Data Protection Regulations (GDPR) all policies and procedures relating to Information Governance and security of data.
  - Equal Opportunities and Diversity: to ensure that all service users, their partners, colleagues both within DHI and other partner organisations are treated as individuals by following DHI's Equality and Diversity Policy.
  - Health and Safety: to ensure you comply at all times with the requirements of the Health and Safety regulations and DHI's Health and Safety Policy and Procedures. You are responsible for taking reasonable care with regard to yourself as well as any colleague, client or visitor who might be affected by an act or failure to act by yourself.

- Quality Assurance: to ensure all activities are managed in a way that supports DHI's Quality Assurance systems.
  - Safeguarding: DHI is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.
  - Lone Working: to work in accordance with the DHI Lone Working policy and procedures.
2. At all times adhere to contract requirements, relevant legislation and good practice
  3. Participate in the organisational planning processes and contribute to the establishment of DHI's business plan.
  4. To perform as part of the Reach Housing Advice & Support Service and wider DHI team, attending and participating in regular meetings, appropriate training courses and in skills sharing sessions.
  5. To participate in regular supervision and support.

This job description contains only the main accountabilities relating to the post and does not describe in detail all the duties required to carry them out. As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder.

## **Developing Health & Independence**

### **Housing First Casework Co-ordinator**

#### **PERSON SPECIFICATION**

##### **Essential Skills**

- Experience of working with people who are or have been street homeless
- Understanding and commitment to Housing First principles and philosophy
- Experience of working with people experiencing homelessness or housing vulnerability
- Experience of completing Needs & Risk Assessment and Support Planning for people with complex needs
- Experience of empowering service users and promoting independence
- Understanding of the causes of homelessness and social exclusion and approaches which seek to address this.
- Good understanding of Homelessness legislation
- Ability to provide effective advice and guidance
- Understanding of Benefits system including Universal Credit
- Excellent communication and advocacy skills and an ability to engage with service users
- Experience of working successfully and communicating effectively with partner organisations
- Excellent level of IT literacy in MS Office products and case management systems