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| JOB DESCRIPTION | |
| **Job Title:** | Throughcare Worker (Housing related support) |
| **NJC Scale Point:** | NJC PT 9-19 Depending on experience |
| Hours: | 37.5 hours per week and such additional hours as are required by the business from time to time.  Usual office hours are between 9am- 5pm with a requirement to work flexibly to provide client services (usually 9-8pm). The post will require some weekend and/or evening work subject to the requirements of the service, the business and operational management. |
| **Annual Leave:** | 26 days plus statutory and bank holidays (1 additional day after each year of service, up to a maximum of 31 days). |
| **Location:** | South Gloucestershire and any other location reasonably requested by the organisation.  We have client hubs in Yate, Warmley and Patchway.  A current valid UK driving licence and use of a car and willingness to use it for the purposes of this role, including the provision of business insurance is an essential requirement. |
| **Pension:** | Contributory pension scheme (employer’s contribution 7% to a minimum 3% contribution from employee). |
| **Accountable to:** | Throughcare Team Leader |

#### Principle Purpose of the Job

To deliver housing related advice and support to individuals who are supported by South Gloucestershire Drug and Alcohol Service, who are experiencing difficulties in securing and sustaining their homes, living independently within the community and/or are homelessness or at risk of homelessness (including sofa surfing). Due to the nature of the work, this roles includes a significant emphasis on welfare benefit claims (including Universal Credit and PIP), budgeting and money/debt management, digital inclusion, and partnership working.

#### Key Duties and Responsibilities

1. To accept and assess referrals to the Throughcare team, providing brief interventions and signposting.
2. To complete a holistic needs assessment enabling clients to reflect on, and identify issues central to their recovery, and build a personalised support plan. The worker will also co-ordinate internal and external services and referrals in response to these needs.
3. To provide housing related support to enable increased independence and support recovery by supporting clients to maintain their accommodation and avoid homelessness. Key duties include supporting homelessness applications, and applying for appropriate accommodation.
4. To support service users to maximise their income including through applying for relevant welfare benefits, budgeting and money/debt management, and by referral to employability support services where unemployment may put the individual’s housing at risk.
5. To develop and maximise service users’ personal strengths, social networks and recovery capital (social, physical, human and cultural) throughout their recovery journey.
6. To fully inform service users about their housing related options, involve them in decisions and consent, implement appropriate information sharing, and encourage them to take opportunities to achieve a positive outcome.
7. To support peers and volunteers to develop and deliver an enhanced service offer including mutual aid support groups (e.g. SMART) and recreational activity groups.
8. To work collaboratively and proactively with other members of staff, volunteers and mentors to ensure that services are fully coordinated and are working collectively towards the achievement of recovery goals and positive outcomes for each individual client.
9. To work alongside and provide support and supervision to volunteers and peer mentors as required.

**Monitoring & Administration**

Via effective line management, to be overall accountable and responsible for the timely and accurate provision of monitoring and reporting.

To comply with data collection procedures and reporting to ensure effective recording of performance monitoring, outcomes and service user information

To carry out all necessary administration in relation to casework tasks including monitoring, and participate in DHI service evaluation audits.

Prepare and present clear verbal / written reports as required.

#### 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 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.

1. At all times adhere to contract requirements, relevant legislation, good practice, with specific reference to: The DoH Drug Misuse and Dependence – Guidelines on Clinical Management; Ethical Framework for Good Practice NTA, NICE.
2. Participate in the organisational planning processes and contribute to the establishment of DHI’s business plan.
3. To perform as part of the Corporate Services and wider DHI team, attending and participating in regular meetings, appropriate training courses and in skills sharing sessions.
4. 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.

**PERSON SPECIFICATION**

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| **ATTRIBUTES** | **ESSENTIAL CRITERIA** | **DESIRABLE CRITERIA** | **DEMONSTRATED BY (Application, Interview, exercise, other)** |
| **Experience** | * Experience of working effectively with people who are socially excluded and/or in housing need * Experience of supporting people to achieve independence and facilitate change in their life * Experience of working collaboratively, communicating effectively and building strong relationships with partner organisations | * Experience of strengths based assessment, support planning and solution focused techniques. |  |
| **Knowledge** | * Understanding of the needs of individuals and families experiencing issues related to alcohol and drug use * Understanding of the issues facing people who are homeless, or in housing need, and approaches which seek to address these issues * Knowledge of welfare rights/benefits and homelessness legislation * Knowledge and commitment to Adult and Child Safeguarding principles and procedures * An understanding of the principles of person centred   support planning in the client treatment journey | * Local knowledge of available support agencies |  |
| **Skills** | * Excellent organisational skills, including managing and prioritising a caseload * Flexible, proactive, resilient and responsive to change. * Excellent level of IT literacy in Word, Excel and databases * Excellent communication and advocacy skills and an ability to engage positively with service users |  |  |
| **Values and behaviours** | * Ability to see and take advantage of opportunities whilst balancing risk and innovation * Flexible, proactive and responsive to change. * Works in a way that aims to maximise the potential of others in their role. * Commitment to equal opportunities and anti-discriminatory policy and practice. * Shows positivity, enthusiasm, optimism and resilience   in the face of setbacks |  |  |
| **Other information** | * Driving Licence with access to vehicle and willingness to use it for work travel. |  |  |