



St Petrock's (Exeter) Ltd
Job Description
No Second Night Out

Title Of Post: **Link Worker, Rough Sleeper Response Team**

Responsible To: St Petrock's (Exeter) Ltd in partnership with Shilhay Community

Job Purpose:

To deliver, in conjunction with other members of the Rough Sleeper Response Team, the NSNO Response Service: Carrying out comprehensive new rough sleeper client assessments; facilitating the rapid reconnection and/or accommodation of new rough sleepers. Providing clients with personalized case management support, turning assessments into a practical action plan which fully involves the client. Ensuring throughout that work done is properly recorded and as appropriate is entered clearly onto the In Form System and STP Database.

To be one of the key contact points for organizations and partners to ensure a seamless and co-ordinated service is provided.

To assist in the delivery of a high quality client centred outreach support service, in partnership with external agencies for the effective engagement and resettlement of those rough sleeping in Exeter.

To contribute to the promotion and operational planning of the No Second Night Out Project.

Main Tasks and Responsibilities:

General

- To be responsible to the Project Manager for the day-to-day delivery of the Rough Sleeper Response Service working within NSNO guidelines.
- To ensure clear communication and flow of information between organisations involved in the Response Team.
- To co-ordinate the monitoring and evaluation of the project.
- To complete comprehensive new rough sleeper client assessments; offer support and advice around reconnection or accommodation offers and, enter client and service offer details onto the database.
- Draw up effective action plans with clients and through case management offer support and advice around accommodation options and reconnection.
- To attend Team meetings and take part in service policy and planning.
- To participate in a NSNO 7 days a week and out of hours/on-call Outreach staff rota.
- To understand, promote and utilize No Second Night Out services with partner

agencies.

Client Work

- To respond and process in a timely and proactive fashion all referrals made to the Assessment Hub and ensure those accessing the project meet the criteria of NSNO
- To carry out comprehensive assessments with all referred new rough sleepers.
- To provide personalised case management for users who need to be accommodated or reconnected, turning assessment recommendations into a practical action plan which fully involves the client.
- To support reconnection as necessary for example through arranging: travel arrangements; accommodation offers, family mediation; the initiation or reinstatement of care and support packages
- To ensure all case work is properly recorded and all service offers and outcomes are entered clearly and in a timely fashion onto the database.
- To actively collect follow up information with regards to the outcome of reconnections and accommodations and report to the Manager any need/gaps in key areas that is acting as a barrier to a successful outcome.
- To work firmly and persuasively with individuals to explain the role of the service and the benefits of reconnection.
- To provide advice to clients on their reconnection and accommodation options, as well as appropriate on health, welfare benefit claims and other issues as necessary.
- To liaise effectively with the Outreach Workers, Housing Support Workers, specialist workers, police and other agencies.
- To deal with the immediate support needs of the clients as appropriate.
- To assess client risk and develop risk management strategies with the client and other involved services.
- To ensure all service delivery policies and decisions made by the manager or team are observed and followed through.

Administrative Duties

- To keep accurate records and statistics on referrals, service outputs and outcomes etc. To maintain a high standard of record keeping in the office and keep all financial and administrative systems including client files in the office in an accurate and up-to-date manner in line with policy.
- To ensure that all written work both for internal and external use is of a high standard.

- To ensure the results of all assessments and all service offers are entered clearly and in a timely fashion onto the database.

Internal Communication And Liaison With Outside Agencies

- To liaise effectively with colleagues in the Rough Sleeper Response Team and external reconnection services to enable referral and communication of information to enable support planning and actions.
- To liaise effectively on a day to day basis with outside agencies including the police, social services and other statutory and voluntary agencies including the UK Border Agency.
- In consultation with the Manager to represent the NSNO Services externally at forums, conferences and meetings as required.
- To build and maintain good working relationships with colleagues in the outreach and building based teams.

Other Duties

- To work as part of a team to ensure the safety and well being of clients, volunteers, partners and staff.
- To utilise knowledge, skills and experience to recognise difficult or challenging client situations and use appropriate communication skills to influence and control client's behaviour.
- To maintain enthusiasm for a high level of contact with clients on a day to day basis.
- To maintain a non-judgemental approach to working with homeless people.
- To develop and maintain professional boundaries with St Petrock's clients in line with St Petrock's policy.
- To adhere to all STP's policies and procedures in all aspects of the work including: Expected Behaviour, Diversity and Equality, Confidentiality. Health and Safety and all relevant national and local government legislation.
- To carry out any other duties commensurate with the post
- To develop professionally and to identify training opportunities in order to improve the level of service St Petrock's offers to its clients.
- To have a willingness to work flexibly in response to changing organisational requirements.

PERSON SPECIFICATION

Job holders are expected to demonstrate achievement in the following competencies and areas of knowledge and experience:

Competencies:

- Personal effectiveness
- Managing self and relationships with others
- Team working and co-operation
- Problem solving and capacity to think laterally
- Consulting widely with clients to identify positive opportunities
- Negotiating and influencing
- Written and verbal communication
- Self development and demonstrating a willingness to change where the need arises
- Proactive and using initiative
- Organisation and delivery of outcomes
- Building effective external relationships
- Using IT and admin systems

Knowledge and Experience:

Essential

- Working with vulnerable adults with a range of immediate and on-going support needs.
- Liaising with and co-ordinating the work of a number of individuals and agencies to achieve effective outcomes.
- Awareness of the cause and effects of homelessness including rough sleeping.
- Awareness of the causes and effects of substance abuse and issues around mental health.
- In promoting equal opportunities and challenging discriminatory practices.

Desirable

- An understanding and working knowledge of the current housing legislation, welfare benefit legislations and other matters relevant to successful support and move on of clients.
- An understanding of the range of housing services and options available to the client group.

- Awareness of current, relevant legislation and the impact of that legislation on the project.

Other requirements:

- A commitment to the aims and objectives of St Petrock's
- An understanding and commitment to St Petrock's policies and values.
- An understanding of professional boundaries.
- Ability to recognise and to work with the support of local churches, statutory agencies, volunteers and the wider community.
- Adaptable and flexible to the needs of the project and clients.
- A full UK driving licence and own transport is desirable though not essential

If you would like to visit the project and discuss the post further, please contact the Project Manager , Mel Hartley on 01392 422396 or email mel@stpetrocks.org.uk.

The physical environment of St Petrock's may challenge some physical disabilities, please feel able to visit the centre and discuss any requirements with the Project Manager as above.

Limitations applicable to this post:

This is a 2 year contract subject to funding.

Remuneration:

The salary for this post is £19,775 (pro rata).

Salaries are paid monthly in arrears, by the last day of each month and are paid by bank transfer.

Hours of work:

The normal hours for this post are 28 per week.

The successful applicant will be expected to operate flexibly over a 28 hour per week, including an out of hours/call out and weekend working rota.

A 1/2 hour lunch break will be taken daily.

Work will be arranged on a 7 day rota and include call out duties.

Time off in lieu (TOIL) is allowed for work done beyond the normal weekly hours. Any TOIL

accrued will normally be taken off within one calendar month.

Pension:

After 6 months employment, the Project Worker is entitled to join the St Petrock's (Exeter) Ltd Pension Scheme and receive a contribution equivalent to 5% of his/her basic salary from the employer to this scheme, provided this is matched by a minimum contribution from himself/herself to this scheme equivalent to 3% of his/her gross salary. Full details of the scheme are available from the appointed pension advisor.

Annual Leave:

25 days per year (pro rata) with an additional day for every year in employment to a maximum of 30 days