



**Title of post:** Case Worker- Housing First

**Location:** Salem Street, Bradford

**Responsible to:** Service Manager

**Salary:** £29,760 per annum

**Hours of Work:** 37.5 hours per week

Typical hours are 9am-5pm Monday to Friday to map across to service provision required for our beneficiaries. The post holders are also expected to work flexibly around the needs of service user's appointments, crisis need and local initiatives and this may include occasional early starts, evenings.

**Contract:** Permanent

**Annual Leave:** 32 working days plus bank holidays

#### **Role Purpose**

The aim of Housing First is to successfully support people with repeat histories of homelessness, who experience multiple disadvantages, into independent and stable accommodation.

The role will involve engaging with beneficiaries who are in one of the four support stages of Housing First which are:

- Housing First case finding
- Housing First - main programme (established casework)
- Housing First- Transitioning work (building independence)
- Housing First move on – mainstream services/ aftercare and community programmes.

The principles of Housing First are:

1. People have a right to a home.
2. Flexible support is provided for as long as is needed.
3. Housing and support are separated.
4. Individuals have choice and control.
5. An active engagement approach is used.
6. People are supported to identify their strengths, goals, and aspirations.
7. A harm reduction approach is used.

Always working within these principles, the Navigator will utilise an assertive engagement approach to encourage clients to access the project and thereafter provide flexible, client-centred and individualised casework support. The Navigator will be working in an outreach capacity to enable clients to access the services and interventions they need to build their resilience, gain confidence, and acquire the personal and social assets they need to meet their aspirations.

#### **Main Duties and Responsibilities**

- In respect of clients referred to the service by the Complex Needs Panel: assess the client's suitability for Housing First including ensuring that the client wants a tenancy, and that the client is at the point when Housing First is a viable option.
- Liaise with the Housing Arms of Housing First to secure accommodation.
- Support the Housing Arms of Housing First in their housing management Function to ensure that the client maintains their tenancy, sharing information in accordance with agreed protocols and effectively manage risk.
- Build trust and good rapport with clients. – using Trauma informed interventions.
- Work collaboratively with agencies, the client, and their personal support network to collate all relevant information to co-produce individualised and flexible support plans and risk assessments.
- Provide assertive and persistent support to ensure effective engagement with relevant services to meet client needs, achieve goals and personal aspirations.
- Ensure support contact is made with each client at least twice per week unless otherwise directed by the Service Manager.
- Regularly review and address barriers to progress and bring to the Complex Housing Needs Panel any client that requires interagency service flexibility to support established beneficiaries to move into transitional / mainstream service/after care phases of their journey.
- Provide crisis intervention and work to identify and overcome triggers that may cause disengagement.
- Maintain appropriate client case notes and administrative systems linked to the service. Follow agreed monitoring and evaluation procedures.
- Develop and maintain excellent working relationships with a range of partner organisations and services.

- Participate in the functioning and duty system at the Reconnect centre. (Salem Street)
- Make recommendations to raise standards of practice and service delivery if required.
- Attend regular team meetings and other organisational meetings as required.
- Apply reflective practice skills to evaluate work carried out by self.
- Participate in personal and professional development, updating knowledge as appropriate.
- Fully participate in Bridge's supervision and support structures.
- Recognise one's own personal and professional limitations and boundaries and discuss these at supervision and related support meetings.
- To undertake any additional duties, as directed by management or the Housing First Development Board which are commensurate with this post.

<b>Job title: Person Specification Case Worker: Housing First</b>			
<b>Post ref:</b>			
Attributes	Essential criteria	Desirable criteria	How Identified
QUALIFICATIONS and EXPERIENCE	<ul style="list-style-type: none"> <li>Qualified to Social Care Level 3 or equivalent or qualified through appropriate life or job experience.</li> <li>Within the last 3 years at least one year's experience of successfully delivering advice or support in a health, social care, homelessness or offender service setting.</li> <li>Experience of working (employed or volunteer capacity) with people experiencing either homelessness, substance misuse, re-offending behaviour or mental ill-health needs.</li> <li>Experience of working with and managing risk therapeutically.</li> <li>Previous experience of working within a partnership environment or with other agencies.</li> </ul>	<ul style="list-style-type: none"> <li>Personal experience of social exclusion or recovery.</li> <li>Experience of lone working and personal safety.</li> <li>Experience of working with victims or perpetrators of domestic violence.</li> <li></li> </ul>	Application Form Interview Certificates
SKILLS And ABILITIES	<ul style="list-style-type: none"> <li>Demonstrate an understanding of the needs of chronically excluded and vulnerable people.</li> <li>Knowledge of the range of services available for people with multiple needs and vulnerabilities.</li> <li>Knowledge of relevant practice in relation to safeguarding vulnerable groups, including children.</li> <li>Excellent interpersonal skills and the ability to communicate clearly and concisely at all levels (both orally and in writing)</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of causes and effects related to social inclusion and the barriers that can prevent access.</li> <li>Ability to identify discrimination in its many forms.</li> <li>Basic understanding of Housing Law</li> <li>Understanding of Trauma Informed Care approaches.</li> </ul>	Application form Interview

	<ul style="list-style-type: none"> <li>• Experience of effectively managing risks associated with personal safety.</li> <li>• Skilled at preparing reports and letters and maintaining a care record to a high professional standard.</li> <li>• Excellent personal skills around warmth, compassion, empathy and resilience with a desire to getting things done.</li> </ul>		
GENERAL	<ul style="list-style-type: none"> <li>• IT literate i.e. able to use Microsoft Office packages including Word and Outlook.</li> <li>• Willingness to work flexibly in terms of hours, including out of office hours.</li> <li>• Committed to own professional development.</li> <li>• Able to travel independently within Bradford.</li> <li>• Willingness to keep abreast of relevant professional developments and to undertake training for the post.</li> <li>• The post-holder must adhere to Bridge Policies/Guidelines in force within the organisation.</li> <li>• Willingness to contribute to the training and development of others.</li> <li>• Willingness to work within a performance managed environment and contribute to performance reporting.</li> <li>• Willingness to undertake regular supervision and appraisal in line with Bridge policies and actively participate in own professional/personal development.</li> <li>• Conform to standards of dress, which reflects a professional service.</li> </ul>		Application Form Interview

	<ul style="list-style-type: none"> <li>• Full driving licence and access to own transport for the purpose of transporting clients in connection with the role and insurance for this purpose.</li> </ul>		
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<b>Key Behaviours</b>	<b>Works Proactively</b> Demonstrates initiative, thinks ahead and takes prompt action to solve problems; completes tasks, overcomes obstacles and seize opportunities.
	<b>Leads Change &amp; Improves Performance</b> Responds quickly and positively to change, seeking to continuously improve performance by learning quickly from our mistakes, celebrating our successes and constantly developing our people and processes.
	<b>Demonstrates Creativity &amp; Innovation</b> Applies creative and lateral thinking to organisational issues; challenges the status quo and introduces new ideas, methods and processes.
	<b>Client &amp; Customer Focused</b> Focuses on and understand the needs of internal and external customers, members and other stakeholders and strives to deliver a prompt, effective and personalised service. (For 'customers', please also read members, stakeholders and audiences).
	<b>Influences Others &amp; Communicates Effectively</b> Positively influences others and where appropriate persuades them to change their views, intentions or actions. Listens closely and communicates clearly both verbally and in writing.
	<b>Applies &amp; Shares Expert Knowledge</b> Demonstrates the specialist knowledge and technical requirements of the job. Applies skills and experience to perform the job effectively, completes work to a high standard and shares knowledge across the organisation.
	<b>Works Collaboratively with Others</b> Works collaboratively with others for the good of the business; builds a network of good relationships and develops a thorough understanding of the organisation and the wider sector.
	<b>Values &amp; Respects Others</b> Respects other individuals; listens and takes into account different opinions, feelings and motivations; is trustworthy and acts with integrity; responds and acts constructively towards others.