



JOB DESCRIPTION

Job Title: Support Case Worker (Ealing)
Responsible to: Project Manager
Hours: 37.5 hours per week (Full Time)
Location: EACH Ealing, Vine House, 1-2 Factory Yard, Hanwell, W7 3UG, including outreach and home visits work across the borough
Contract: Permanent, subject to continuous funding

1. MAIN PURPOSE

- To provide an effective outreach floating support service to vulnerable adults and families plus manage a case load of people who are at risk and living in a variety of different tenures to maintain their home, live independently and reduces the need for more intensive support at a later stage.
- To help people maintain or regain their independence and encourages people to settle back into the community and support the development of self-reliance.
- Undertake various tasks which will assist in the delivery and continued development of the service, under guidance from the Services Manager, and Team Leader.
- Provide information, and deliver group based support sessions to service users

2. MAIN TASKS AND RESPONSIBILITIES

- Carry a client full case load of service users with various need and provide face to face support in their homes and in the community
- Undertake initial & continuous risks and needs assessment and agree levels of support planning for service users to help achievement of successful recovery personal goals.
- Provide appropriate support to address the needs of vulnerable families, adults and young people presenting with mental health, substance misuse, offending behaviour and the particular challenges faced by young people and the ability to support them effectively.
- Identify service user's needs and support them to access other support services, trainings and life activities both within EACH and by referrals to other agencies within the borough.
- Deliver information, presentations, group sessions and workshops/activities including on an outreach basis and within the community
- Encourage service users to engage in a process of change through positive risk taking and enable service users to maximise social inclusion and reduce social isolation.
- Support service users to maximise income by reducing debt, obtaining paid work and entitlement to benefits.
- Liaise with private landlords, act as a point of contact and enable individuals to move on in a planned way into a range of accommodation options
- Support service users to increase their ability to maintain their tenancy and meet occupancy obligations and comply with compulsory order



- Develop resettlement and after care options for service users as necessary and support them to develop appropriate independent living skills
- Enable service users to stay safe from harm and abuse.
- Deal with day-to-day enquiries and emergencies arising from contact with service users or other agencies.
- Support peer involvement programme so peers are skilled and supported to lead on peer activities and be part of the delivery of project activities
- Contributes to the establishment of satellite provision across the borough
- Contribute to running of life-skills/self-management programmes
- Keep and provide data and monitoring reports

2.1 Partnership Working

- Work collaboratively with stakeholders and partnerships to ensure effective referral pathways, support to service users and undertake joint working.

2.2 Organisation responsibilities

- Participate fully with the agreed support structures for the post, committed to continuous professional development and abide by policies and procedures of the organisation.
- Represent EACH in an appropriate way consistent with the organisation's values and mission
- Work collaboratively with colleagues to further the aims of the service and that of EACH
- Contribute to the development of EACH services

Where appropriate, staff may be asked to work at EACH's projects in the different centres. Staff may also be required to work hours additional to contract hours, for which time off in lieu will be given.

JOB DESCRIPTION REVIEW

From time to time, this job description will be reviewed in line with the requirements of the project and other developments in the area of working with mental health issues.



PERSON SPECIFICATION

ESSENTIAL CRITERIA

Education and Experience

- Experience of providing tenancy support.
- Experience of outreach work amongst vulnerable people
- Experience of developing and implementing support plans

Skills and Abilities

- Ability to communicate effectively with clients, professionals and agencies
- Ability to deal with emergencies and unexpected situations
- Ability to maintain confidentiality
- Ability to maintain professional boundaries
- Good knowledge of health and safety and housing management issues
- Ability to facilitate user involvement and understanding of user empowerment
- Ability to promote the service and provide outreach based provision
- Ability to liaise and work effectively in partnership with stakeholders
- Good written and oral communication skills, and computer literacy.
- Understanding of benefits and challenges of peer and volunteer involvement and ability to support them

General

- Competent to work without close supervision and used to meeting deadlines
- Ability to work effectively within a team and with colleagues
- Ability to work flexibly and to the requirements of the role

DESIRABLE CRITERIA

- Ability to facilitate or lead on groups, workshops, self-help sessions
- Experience of supporting people with alcohol and drug problems
- Experience of working with individuals from BME communities and from diverse social and cultural backgrounds.
- Experience and knowledge of working within a harm reduction framework
- Ability to develop and use information and materials effectively in different contexts, e.g. presentations, meetings, workshops, community events
- Experience of working within service and contract delivery systems.
- A relevant qualification, e.g. NVQ 2 or 3 in Health & Social Care or equivalent
- Ability to speak one or more of the following community languages: Hindi, Gujarati, Somali, Tamil