



Job Title: Specialist Support Worker –(Ex-Offenders and Substance Misuse Supported Housing)

Responsible to: Projects Manager

Location: 2 Rutland Road, Harrow, Middlesex, HA1 4JW

Hours of work: 22.5 Ealing – 5 days (3 days).

Contract: Permanent, subject to continuous funding

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 and live independently. Performing this task in accordance with the respective Service Agreement administered by the local authorities, and providing on-going advice and support within the framework of EACH's policies and best practice. In Harrow, the post primarily supports service users with a history of substance use and offending. It also requires supporting residents in a shared, supported housing setting.

MAIN TASKS AND RESPONSIBILITIES

1. CLIENT SUPPORT

- Carry a client case load of 25 – 30 (pro-rata for part-time workers) service users and provide face to face support in their homes and in the community
- Undertake initial and continuous assessment of needs and potential risks and agree levels of support and actions
- 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
- Provide key work, risk assessment and support planning for service users to help successful recovery focused and achievement of their personal goals
- Identify service user's needs and support them to access other support services, both within EACH and by referrals to other agencies within the borough – including referrals to substance misuse services
- 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 secure permanent move on options
- Enable service users to access training & education, cultural, leisure & faith activities. work-life activities and establish social networks
- Develop resettlement and after care options for service users as necessary and support them to develop appropriate independent living skills, to avoid eviction
- Support service users to comply with compulsory orders

2. INTER-AGENCY WORK AND LIAISON

- To maintain contact with a range of agencies for receiving referrals for service users requiring housing support in order to maintain a caseload.



- To establish and develop professional working relationships with external agencies to maintain effective working partnerships.
- To publicise and promote the Floating Support Services and attend relevant meetings and inter-agency forums.
- To provide information and consult service users about services provided and actively encourage user participation.

3. MONITORING AND EVALUATION

- To maintain records of all work, provide information and statistics in line with the service and EACH's requirements
- To help produce quarterly returns for internal and external monitoring purposes.
- To meet all performance targets and provide monitoring and other reports as required.
- To implement policies and procedures and resolve service failures as they arise.

4. TRAINING AND DEVELOPMENT

- To participate in appropriate training courses and other activities intended to increase the post holder's personal and professional development.
- To be informed of current literature relating to working practice in relation to tenancy support.
- To engage actively in individual supervision and appraisal

5. ORGANISATIONAL RESPONSIBILITIES

- Actively engage with other team members and work constructively with colleagues and managers in all aspects of the work.
- Conduct all work within statutory responsibilities and within EACH's policies procedures and professional guidelines e.g. Risk Management, Child Protection, Code of Ethics, Health & Safety and confidentiality policy.
- Share information with professionals / agencies within the boundaries of the Data Protection Act, including GDPR, EACH's confidentiality policy and any applicable information sharing protocols within the borough.
- Undertake all duties in line with the objectives of the post and any other tasks consistent with the nature and level of the post and as may be required by your line manager.
- 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 organisation.



PERSON SPECIFICATION

ESSENTIAL CRITERIA

Knowledge Skills and Abilities

- Experience of outreach work amongst vulnerable people
- Experience of developing and implementing support plans
- At least one year's experience of supporting people with alcohol and drug problems - **Harrow**

Education & Experience

- An ability to monitor progress, collate information and write reports
- 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
- Ability to facilitate user involvement and understanding of user empowerment

DESIRABLE CRITERIA

Knowledge Skills and Abilities

- At least one year's experience of supporting people with alcohol and drug problems
- Experience of providing tenancy support
- Experience and knowledge of working within a harm reduction framework
- Experience of working with BME communities and understanding the difficulties faced by them with regard to mental health
- Experience of working with ex-offenders

Education & Experience

- Knowledge of Hindi/Punjabi/ Somali/Polish
- Ability to liaise with a variety of agencies and their representatives in order to provide a co-ordinated service
- Ability to develop and promote EACH's Floating Support Service
- Good knowledge of health and safety and housing management issues
- NVQ 2/3 Health and Social Care
- Willingness to work flexible hours