



JOB DESCRIPTION

Job title: Team Leader/Senior Support Case Worker
Responsible to: Brent Reach Floating Support Service Manager
Location: The Designworks, Park Parade, Harlesden NW10 4HT
Hours of work: 37.5 hours per week

1. Main purpose:

- To contribute to the implementation of the team's aims and objectives, work plans, operational policies and procedures in such a way that they contribute to the mission of EACH and deliver on business plan objectives.
- Support the co-ordination of all activities within the Brent Floating Support team effectively and maintain EACH's standards in relation to service users/internal customers and other stakeholders alike.
- To carry a caseload of clients and lead on on-going support and direction for a number of the team's clients through the casework management approach.
- Carry out liaison roles internally and externally to EACH.
- Providing timely and accurate information, reports and analysis to Operations Manager or Service Manager, as they may find necessary for the proper management of the Brent Floating Support Services.

2. Main tasks and responsibilities

- To provide line management, supervision and leadership to support and direction to the team, including through the management of individual and team performance to achieve Key Performance Indicators and Outcomes.
- To manage client referral, assessment and allocation process within the team.
- To work with the Brent Reach Floating Support Service Manager and other team leaders to ensure that casework in the team is appropriately supervised and accountable, including giving appropriate feedback to the line manager on the need for appropriate action to address problematic standards of performance or conduct.
- To manage a flexible workload as designated by the line manager and provide casework support to nominated staff. The caseload and its location may change subject to contracts for services and the requirements of the commissioners and funders.
- Supporting the team and support workers including key-work, leading on any crisis intervention work, case recording, face to face work, group work, advice giving, advocacy and other interpersonal work.
- Ensuring that the required paperwork and monitoring is completed including the updating of case files to the standards set out by the service commissioner and agreed standards.
- 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.
- Contribute to the establishment of satellite provision across the borough.
- Contribute to running of life-skills/self-management programmes.

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
<p><u>Education and Experience</u></p> <ul style="list-style-type: none">• Experience and good understanding of the issues involved in delivering effective support services to a range of vulnerable people• Experience and understanding of supporting and supervising casework practice of support workers, trainees, students or volunteers• An understanding of the importance of supportive relationships and fulfilling lives, and especially sustainable work in developing resilience and preventing homelessness• Ability to work independently using own initiative whilst remaining accountable to line management• Experience of providing tenancy support• Experience of outreach work amongst vulnerable people• Experience of developing and implementing support plans
<p><u>Skills and Abilities</u></p> <ul style="list-style-type: none">• 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
<p><u>General</u></p> <ul style="list-style-type: none">• 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
<p>DESIRABLE CRITERIA</p> <ul style="list-style-type: none">• 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