



## **JOB DESCRIPTION – Resettlement & Support Worker**

**Reporting to** Resettlement & Support Team Leader

**Salary** £26,741 Per Annum

**Location** Richmond, London

**Hours** Full Time, 37.5 hrs, Monday to Sunday on Rota Basis

### **ABOUT US**

We are SPEAR, a charity dedicated to helping homeless people across five South West London boroughs to find secure accommodation and work towards a positive future. For almost 35 years, we've worked tirelessly to support homeless people to recover from their personal issues and break down the barriers that they face. We recognise that homelessness is much more than just a housing issue, so we provide a range of accommodation and support services to help people reach their full potential.

### **PURPOSE OF JOB**

As a Resettlement and Support Worker, you will be part of a professional and experienced team and will be responsible and accountable for the provision of hostel-based services and the effective co-ordination of support to rough sleepers with complex needs. This is a superb opportunity for an individual with drive, focus and a desire to work with our outstanding charity to help us to combat homelessness. You'll discover a passionate, supportive environment where the entire team are working toward the same goals and are dedicated to making positive change and producing great results.

### **DUTIES**

#### **PRINCIPAL RESPONSIBILITIES:**

- 1. Service Delivery**  
To be responsible and accountable for the effective delivery of high-quality hostel accommodation and appropriate resettlement for homeless people in line with SPEAR's policies and procedures
- 2. Resource Management**  
To be responsible and accountable for making effective use of the available resources
- 3. Casework Management**  
To be responsible and accountable for providing advice, support, motivation, crisis intervention and future planning, appropriate to the expressed needs of allocated Hostel residents
- 4. Organisational Responsibilities**  
To be responsible and accountable for contributing to the running of SPEAR's integrated services for homeless people

#### **SPECIFIC DUTIES:**

- 1. Service Delivery**
  - Provide an effective need led service for allocated residents throughout their tenancy, in line with SPEAR's policies and procedures

- Ensure that allocated residents are resettled in accommodation appropriate to their expressed needs, working to the licence agreement
- Ensure that allocated residents have access to specialist services as required, utilising both internal and external resources
- Develop meaningful rapport with clients in order to facilitate the best possible outcomes

## **2. Resource Management**

- Maximise rental income and minimise arrears, maintaining accurate records
- Maintain a working knowledge of local providers of emergency, temporary, permanent and move on accommodation
- Maximise the opportunities available for clients through joint working with external providers
- Maintain accurate records of all work undertaken, on individual client files and SPEAR's database

## **3. Casework Management**

- Undertake assessments and casework with clients seeking support or resettlement, ensuring an integrated approach to the support provision
- Participate in regular reviews of clients' cases – alongside partner agencies and other SPEAR services
- Assist clients with benefit claims, liaising with appropriate agencies and the SPEAR finance team, and maintain proper records
- Undertake pre-tenancy work with clients, to ensure that identified accommodation is appropriate, safe and promotes well being
- Complete the required data entry and ensure that other records of work undertaken are maintained as required to enable the performance management of the service.

## **4. Organisational Responsibilities**

- Participate in staff management and support systems in line with SPEAR's policies and procedures, including induction, supervision, appraisal and training audits
- Support Trainee Project Workers on shift, and contribute to their training programme as required
- Liaise and work with all internal stakeholders to deliver an effective SPEAR wide service
- Work as part of the team to devise and contribute to new initiatives
- Maintain a safe and appropriate physical environment for staff and service users, in conjunction with the Landlords and Health and Safety Representatives
- Ensure that operational statistics as required by funders and the Trustee Board are available
- Undertake other duties as your line manager should require in keeping with the responsibility of the post

**Closing Date: 20 May 2022**

**Interviews are being held before closing date**

## **PERSON SPECIFICATION**

### **Qualifications and Experience**

- A level or recognised administrative/secretarial qualification or demonstratable equivalent experience.

## **Knowledge, Skills and Abilities**

- Relevant recent experience, either paid or voluntary, working with homeless people or rough sleepers
- A knowledge of the issues affecting single homeless people
- Experience of care and support systems for homeless people, including key working, care planning and joint working.
- Experience of conducting client assessments and interviews
- The ability to work with clients who may display challenging behaviour
- The ability to work within a team and on your own initiative
- The ability to represent SPEAR appropriately in all situations, and to work professionally with external agencies
- A basic knowledge of appropriate legislation, including welfare benefits and housing law
- An understanding of and commitment to confidentiality and professional boundaries
- An understanding of and commitment to Equal Opportunities
- An understanding of Health and Safety and an ability to manage the associated requirements practically and professionally
- Effective numerical skills and good communication skills, both written and verbal
- The ability to keep accurate records of work and to produce reports for a diverse audience
- The ability to organise a varied workload
- Solid IT skills, including competence with word processing, spreadsheets and email and the ability to learn how to use new IT applications

The availability to work shifts, including early mornings, late evenings and weekends (Shifts are currently 8.00am to 4.00pm and 2.30pm to 10.30pm)

## **VALUES**

### **Working together**

We work alongside service users, partners, staff and volunteers to provide services that meet the needs of the people we help. Together we overcome challenges.

### **Aspirational**

We aim high, aspiring to achieve the very best outcomes for our clients. We see potential in everyone and encourage our staff and clients to achieve their own goals, dreams and ambitions. We aspire to the highest standards of professionalism.

### **Respectful**

We respect everyone, regardless of their background or circumstances. We view everyone as an individual with their own personal journey. We always listen to and value people's views.

### **Determined**

We work tirelessly to support people experiencing homelessness to recover from their personal issues. We break down the barriers people experiencing homelessness face.

### **Visionary**

We try new and innovative ways to provide long-term solutions and reduce the isolation of homelessness. We are always willing to take a new approach, learning from what works (and what doesn't) and use this to guide our work.