

JOB DESCRIPTION

Homeless Health Outreach Worker

Reporting to Sutton Tenancy Sustainment Team Leader **Salary** £25,734

Location Sutton, Greater London **Hours** Full time, 37.5 hrs per week

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

This role will be responsible for the delivery of high-quality services offered by the Sutton Team, focusing on the engagement and verification of rough sleepers and subsequent support into a range of primary care, mental health and substance misuse services and accommodation pathways. This post is required to undertake good quality case work and assessments of individual with complex needs including challenging mental and physical health needs.

The role will work closely and proactively with homelessness service providers, local authorities, statutory and non-statutory health and housing services to improve pathways for homeless clients accessing physical and mental health services.

This service is for single homeless people who are/have slept rough in the London borough of Sutton.

DUTIES

Service delivery

To be responsible for the effective delivery of the Homeless Health Outreach services for homeless people in the boroughs stated. Working Monday to Friday, with flexibility to engage clients out of hours as and when necessary.

- Provide an effective need led service to clients throughout their engagement with SPEAR, in line with SPEAR's policies and procedures.
- To carry out comprehensive assessment of people referred into the service, developing engagement plans for those clients with complex needs. This duty will include: conducting client risk assessments at point of entry into the service and ensuring risk plans are regularly reviewed.
- Deliver effective homeless health assessment and support services by sourcing a range of specialist health services across the partnership and developing relationships with those providers.

- To build and maintain positive relationships with local homelessness and supported housing services as well as local authority providers.
- To provide as appropriate, client advocacy for those service users experiencing difficulties. Engaging with service providers and local authorities as appropriate.

Resource Management

To be responsible for the effective referral, assessment, engagement and support of homeless clients into a range of health services including GP and primary care services, dentist, podiatry, and specialist substance misuse and mental health services.

- Create and manage effective professional relationships with local authority staff, housing providers, physical and mental health providers and any other external agencies.
- Maintain a working knowledge of available resources for clients, signposting and referring as necessary.
- To contribute to the effective use of temporary staging post accommodation to support rough sleepers into longer term supported accommodation.

Casework Management

To work with clients ensuring provision of advice, support, motivation, crisis intervention and future planning, is appropriate to the expressed needs of service users.

- Lead on regular case reviews for all clients on the caseload – working with partner agencies and other SPEAR services to effectively communicate updates on clients and any progress or issues.
- Work with clients seeking support, by developing a holistic approach to care planning and working in collaboration with other services to assess their needs and identify and work towards individual goals, ensuring an integrated approach towards support.
- Develop positive working relationships with clients in order to facilitate the best possible outcomes and to address issues of social isolation and exclusion.
- Be responsible for an agreed caseload of clients and ensure that accurate information is stored and maintained on the database for performance management and quality assurance purposes.
- Complete the required data entry/verification onto the CHAIN (rough sleeper) database and ensure that other records of work undertaken and reported effectively on CHAIN.

Organisational Responsibilities

To be responsible for contributing to the running of SPEAR's integrated services for homeless people.

- Contribute to regular team meetings, away days and staff meetings.
- Participate in staff management and support systems in line with SPEAR's policies and procedures, ensuring regular attendance at line management meetings.
- Maintain a safe and appropriate physical environment for staff and service users, in line with SPEAR's Health and Safety Policy.
- Liaise and work with all internal stakeholders to deliver an effective SPEAR wide service.

- Undertake other duties as your line manager should require in keeping with the responsibility of the post.

ESSENTIAL SKILLS AND EXPERIENCE

- Experience/understanding of working with homeless people or rough sleepers, including key working, care planning and joint working with statutory agencies, with a particular focus on health and substance misuse services.
- Experience/understanding of supporting people to address their needs by the use of comprehensive assessment and case management and an understanding of involving the person in their own care, taking a person-centred approach.
- Knowledge/understanding of substance misuse and/or mental health services and the range of services and treatment available for homeless people.
- Understanding of the causes of homelessness and the pathways out of homelessness.
- The ability to work with clients who may display challenging behaviour and complex needs.
- The ability to work under pressure and with a with multiple SPEAR teams.
- Good IT skills, including competence with databases, word processing, spreadsheets, and email, and the ability to learn how to use new IT applications.
- An understanding of and commitment to confidentiality and professional boundaries
- Use of your own transport/full, clean driving licence.

DESIRABLE

- Experience of working to psychological informed approach: IAPT, Motivational interviewing etc.
- A knowledge and awareness of homeless outreach services and practices to engage with rough sleepers
- An understanding of Health and Safety and an ability to manage the associated requirements practically and professionally. This role will include lone working and some out of hours work, the post holder will be required to assess and mitigate risk for these requirements.
- A thorough knowledge of appropriate legislation, for mental health and homelessness including welfare benefits and housing law.

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.

At SPEAR, we welcome and encourage applications from everyone, regardless of age, disability, gender, ethnicity, religion and sexual orientation. We are facing diverse problems, so need diverse people to tackle them.