

HIGHTOWN HOUSING ASSOCIATION

STAFF JOB DESCRIPTION

DEPARTMENT:	Care and Supported Housing
JOB TITLE:	Housing First Co-ordinator
RESPONSIBLE TO:	Scheme Manager/Operations Manager
RESPONSIBLE FOR:	No line management responsibility

JOB SUMMARY

Housing First is a defined approach to ending homelessness, which provides individuals with a permanent offer of independent, stable housing and open-ended wrap-around support.

The Housing First Co-ordinator is responsible for coordinating and providing a personalised, support service to people with complex needs in line with Housing First principles. The Housing First Co-ordinator will coordinate and provide a person-centred, strength-based support creating long-term sustainable tenancies by increasing independence and maximising connectivity with the local community.

The Housing First Co-ordinator is required to deliver a wrap-around intensive support to people with multiple and complex issues within their own independent tenancies in the community. You will use casework management approach and liaise with other agencies to facilitate access to support including Adult Social Care, Criminal Justice Services, Drug and Alcohol Services, Health Services and Employment & Training Agencies. Regularly review person-centred support plans, risk assessments and monitor progress of caseload, demonstrating positive outcomes for individuals. You will build and maintain networks with Hightown's Outreach Workers and staff from other agencies to ensure the Housing First initiative is effective, widely known and promoted.

SPECIFIC RESPONSIBILITIES

Support for People Using the Service:

- To have responsibility for delivering a flexible outreach service to individuals with complex needs through individual assessment, support planning and link working in line with the Association's person centered approach and risk management policies.
- Provide and lead on intensive case management and wrap-around support and advocacy to service users, and coordinate and monitor referrals to community services.
- Undertake an assessment of health and overall holistic needs to ensure service users' individual needs are identified and met.
- Facilitate and encourage engagement with service users to access services such as counselling, healthcare and meaningful activities.
- Assist service users to manage their finances, including preparing budgets.
- Educate, inform and advocate for service users regarding benefits and their entitlements.
- Organize and participate in social activities with service users in the community.
- Assist service users to prepare for and find employment, if desired.
- Facilitate educational and support groups, as needed.
- Participate in on-call rotation.

- Complete and promote person centered support planning.
- Help individuals with immediate needs, such as accessing health services.
- Provide tenancy sustainment support to individuals and assist with preventing homelessness.
- Promote self-belief and support service users to set and achieve goals working to reduce harm and manage risk.
- Engage with service users and provide practical support to encourage access to local and specialist substance misuse & alcohol treatment and recovery services along with specialist therapy services.
- Provide harm minimization advice and information and support regarding relapse prevention strategies, finding creative ways of supporting service users towards recovery and monitor the delivery of high quality treatment services to all service users.
- Encourage service users to make their own decisions and be motivated to change.
- Work alongside other Hightown Outreach Workers and relevant agencies to address issues and support individuals into the appropriate support networks.
- Support each person to make full use of community facilities.
- Promote rights, choice, dignity and independence.
- Ensure service users receive a copy of their support and treatment plans and that these are in a format which is appropriate for their needs.
- To attend meetings with and on behalf of service users with other agencies and professionals.
- To act as an advocate for Service Users where appropriate.
- The role may also include other tasks, such as providing and delivering trainings, as well as providing ongoing support for service users while they deal with their alcohol dependency issues.

Team Tasks:

- To work hours appropriate to the service.
- Many of the duties of the post will be undertaken whilst lone working in the community, so communication with colleagues and personal safety is essential.
- To attend regular team meetings.
- To represent the Association externally at forums and meetings as required.
- To attend and feed into various action and steering groups
- To undertake in house and other training including mandatory training courses relevant to the role.
- To attend and participate in regular supervision sessions and appraisals with Scheme/Operations Manager.
- To provide accurate and up to date information to pass onto colleagues as applicable in verbal, written and electronic formats.
- To build and maintain a strong rapport with local drug and alcohol treatment and support services, GP practitioners and other health care providers in order to develop and maintain a local referral schedule and to aid interaction between local agencies.
- Maintain good working relationships with other social service professionals and agencies involved with service users or the Association.
- To adhere to the Associations Policies and Procedures in all aspects of the work.

Health and Safety:

- To adhere to and contribute to maintaining safe systems of work, a safe working environment and take responsibility for personal safety.
- Conduct and follow appropriate risk assessments.
- Undertake lone working subject to risk assessment.
- Advise the Associations relevant officer of any malfunction or faults, and ensure the security of the premises.
- Ensure that legislation and regulations concerning environmental health and health and safety are complied with and to report where action is required.

Records and Administration:

- To maintain accurate and comprehensive records on service users as required by Funding Providers and by the Association and ensure they are kept in a safe place in the service at all times.
- To comply with operational policy, and other policies, procedures and protocols in operation within the service.
- To maintain confidentiality as set out in the operational policy.
- Provide regular engagement and outcome reports for individuals and implement action plans.
- To complete and submit regular reports to the management team.
- To prepare reports for external agencies, ensuring quality standards are maintained and deadlines met.

Financial Administration:

- To purchase goods through the use of procurement cards, keeping accurate records of own expenditure with receipts.
- To maintain the management of Centre Suite in accordance with the Associations procedures.

SPECIAL CONDITIONS OF SERVICE

Due to the nature of the role, flexibility is necessary in order to respond to the needs of the service and as such subject to risk assessment the post holder will be required to work some out of hours including some evenings.

The post holder is employed by the service but may be asked to work from any other base operated by the Association.

To undertake any other reasonable duties at the request of the Scheme or Operations Manager.

To participate in the development of this job description as necessary. This job description reflects the present requirements of the post. As duties and responsibilities develop and change, the job description will be reviewed.

An enhanced DBS Disclosure is required for this post.

Hightown operates a non-smoking policy. Employees are not permitted to smoke in any property belonging to service users or the Association. Services Users co-operation can be sought to encourage them not to smoke whilst you are in their h

PERSON SPECIFICATION

Housing First Co-ordinator

	Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Previous experience of working within homelessness/rough sleeping field in a supportive role providing advice and information, guidance and assistance • Previous experience of working with people with complex needs and mental health issues • Previous experience of working with drug and alcohol treatment services 	<p>x</p> <p>x</p> <p>x</p>	
<p>Ability to</p> <ul style="list-style-type: none"> • Positively engage with and sustain appropriate relationships with service users who are often unwilling to engage with services • Motivate, promote independence and ensure that adequate levels of support are given to each service user • Use own initiative • Keep accurate records and write reports • Prioritise work and organise workload to meet deadlines • Listen and communicate at all levels • Act calmly in stressful situations and respond professionally to difficult situations • Work and think flexibly • Assess need, plan and deliver support to service users • Work on own unsupervised or as part of a team • Work in partnership with other agencies and professionals 	<p>x</p>	
<p>Personal Characteristics</p> <ul style="list-style-type: none"> • Responsible and reliable • Understanding and commitment to Equality and Diversity • Flexible approach and responsive to change • Highly motivated and enthusiastic 	<p>x</p> <p>x</p> <p>x</p> <p>x</p>	

<p>Knowledge and Understanding</p> <ul style="list-style-type: none"> • Understanding of the multiple/complex needs associated with drug and alcohol misuse and dependency • Understanding of good practice in safeguarding vulnerable adults • Knowledge and understanding of the roles of external agencies • Knowledge of welfare benefits • Knowledge and understanding of Health & Safety • Knowledge of compulsory orders including injunctions and • Criminal behavioral orders • Relevant qualification in mental health or healthcare 	<p style="text-align: center;">X</p>	<p style="text-align: center;">X</p> <p style="text-align: center;">X</p>
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to work to a rota covering evening hours and weekends • Ability to work unsocial hours • Use of a car for work 	<p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p>	