



JOB DESCRIPTION

POST: Supported Lettings Worker (Temporary accommodation)

LOCATION: Stratford upon Avon

RESPONSIBLE TO: Service Coordinator

DBS CHECK: This post is subject to Adult Workforce Regulations

JOB PURPOSE:

The Supported Lettings Worker (temporary accommodation) will work alongside people who have formally been sleeping rough or who are at risk of returning to rough sleeping. The workers purpose will be to assist people placed into local authority temporary accommodation so that rough sleeping ends. The work will involve helping people in bed & breakfast premises as well as other forms of temporary accommodation. The role will include strength based assessment and identification of complex needs that may contribute to difficulties in obtaining settled housing. The role will involve working with other agencies to ensure that a range of needs can be supported including mental/physical health & drug/alcohol issues.

The role will support the transitions from sleeping rough to initial temporary accommodation and onto more settled housing solutions

To offer direct support to people we support, helping them to exit a street lifestyle as quickly and safely as possible.

KEY RESPONSIBILITIES

DELIVERING SERVICE

- Work alongside people we support offering supported opportunities for them to improve their quality of life, develop their skills and make decisions about their future.
- Act as individual 'Keyworker' to a group of identified people we support, taking lead responsibility within P3 (and acting as lead contact with other services) for the co-ordination and delivery of their support. The worker will carry a case load of approx.10 individuals at any one time.
- Offer intensive flexible support based around individual needs to enable people

to sustain both temporary and more permanent accommodation.

- Work within P3's policies and style of operation - this will include tasks and day to day decision making relating to:
 - Providing general practical and emotional support to people we support in order to promote their independence and recovery.
 - Provide support to single person households residing in Bed and Breakfast/temporary accommodation arranged by Stratford District Council.
 - Responding appropriately to chaotic and challenging behaviour to promote the well-being of people we support and staff.
 - Assistance with the reduction of exclusions from temporary accommodation and people returning to sleeping rough.
 - Improving outcomes around people sustaining more permanent tenancies following use of temporary accommodation.
 - To undertake training e.g. through attendance at formal courses
 - Providing an effective and responsive supportive service
 - Liaison with council housing departments.
 - Effective signposting and interagency working to assist people with specific needs.
- Participate in the staff team's provision of individual strength based support and assessment, including risk assessment, advice, emotional support and practical assistance.
- Ensure each person being supported has a bespoke 10 point outcomes star that is reviewed regularly to identify achievements, strengths and areas to focus support.
- Participate in assessing and reviewing future housing and support needs, and in identifying and co-ordinating internal and external services and referrals in response to these.
- Taking responsibility for the setting up of multi disciplinary meetings, where necessary, to seek partnerships and solutions to issues faced by people with complex needs.
- Keep appropriate records of interventions with people we support, and inform other staff of relevant issues.
- Facilitate regular consultation and action to enable people we support to make decisions concerning their resettlement options with a view to independent living.

- Assist in arranging appointments with the relevant professionals e.g. Social Workers, Probation Officers, and Medical Staff.
- Provide advice and assistance to people we support on personal budgeting, debt management and claims for welfare benefits.
- Encourage people we support involvement in the development and operation of the service, facilitating appropriate consultation and participation.
- Provide a non-specialist support service with regards to prompting people we support (where appropriate), to take prescribed medication on a day to day basis.
- Share responsibility for the effective use of information systems and procedures regarding people we support and other records, e.g finance and staff communications.
- Support for Service Coordinator in the collation of information for the purposes of reporting outcomes to service commissioners

TEAM WORK

- Participate flexibly within a small team alongside colleagues from other P3 services also working with people sleeping rough or at risk of sleeping rough
- Be a member of the staff team working to provide a safe, sound and supportive environment.
- Participate, with other staff, in providing a broad range of activities and services (which take into account individual people we support circumstances and preferences) aimed at enabling people we support to live with reducing levels of support when appropriate.

QUALITY

- Deal with complaints in accordance with P3's agreed procedures.
- Ensure service meets the quality agenda as set out by funders and continually strive to improve service delivery
- Share responsibility for good health and safety practices, including participating in fire drills and risk assessments, reporting to line-management any matters of concern and attend health and safety training.
- Ensure effective liaison with the Health and Safety Officer wherever necessary.
- Actively seek out feedback from people we work alongside regarding service delivery, and implement a 'you said, we did' approach

DEVELOPMENT

- Undertake the Staff Induction Programme, and assist, as requested, in the

induction and training of new staff, students and volunteers.

- Participate in staff meetings, supervision meetings, training, team development sessions and other meetings as required, reporting back to the team as appropriate.

DELIVERING EQUALITY

- Foster the equality, diversity and rights of others by ensuring people are respected and valued as individuals.
- Promote the rights and needs of people who use P3 services in the community.
- Work within the framework of P3's equality and diversity policy at all times.

OTHER

- Undertake such other duties and specialisms, as may be required from time to time to maintain or enhance P3's services.
- The employee may on occasions, and in necessary circumstances, be called upon to undertake work in other locations in order to ensure P3's obligations to people we support are fulfilled.
- Undertake all duties in accordance with all P3 policies and work towards their continuing development and implementation.
- Always act with integrity and respect regarding P3 Charity and be a positive P3 representative when conducting self and interacting with partner agencies

All job descriptions are subject to periodic review.

This job description covers the range of duties required. It is P3 policy to, wherever possible, reach agreement on changes, however if this is not possible, P3 reserves the right to change the job description in line with the needs of the organisation.

P3
PERSON SPECIFICATION
Supported Lettings Worker

	Essential	Desirable
<p>Values</p> <p>Must be able to demonstrate the following values:</p> <ul style="list-style-type: none"> • A commitment to People Shaping P3. Involving people who we work alongside with in developing and improving the quality of our services • Promotion of equality of opportunity for people who have experienced oppression and disadvantage in their life opportunities. • Recognise and value all aspects of diversity • Understanding of and commitment to the importance of accessing training, learning and development opportunities • Understanding of those who use our services being enabled to have greater opportunities to exercise their rights 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p>Experience</p> <p>It is essential that you are able to demonstrate experience of one of the following:</p> <ul style="list-style-type: none"> • At least one years professional experience of working with people who may have experienced homelessness. • Relevant personal experience • At least three years experience of working within another social care setting. 	<p>✓</p> <p>✓</p> <p>✓</p>	
<p>Knowledge and Understanding</p> <ul style="list-style-type: none"> • Must have a sound understanding of the support needs of people who use our services • An understanding of relevant regulation • Knowledge of issues surrounding alcohol and substance misuse • Knowledge of benefits system • Knowledge and understanding of housing provision 	<p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>

<ul style="list-style-type: none"> • Knowledge and understanding of external partner agencies • Basic understanding of computers 	✓	✓
Skills and Abilities <ul style="list-style-type: none"> • Able to work on own initiative • Able to work as an integral member of a team • Must be able to establish and maintain constructive relationships with a wide range of people including providers in external agencies • Must demonstrate effective interpersonal and communication skills • Must have ability to maintain accurate records • Must be able to respond flexibly to the needs of people using our services 	✓ ✓ ✓ ✓ ✓ ✓	
Qualifications <ul style="list-style-type: none"> • NVQ/QCF Level 2 or 3 in a social care field • There must be substantial evidence of commitment to personal and career development relevant to the post. • A driving licence and use of a vehicle 	✓ ✓	✓