



JOB DESCRIPTION

SERVICE PROVIDER:	ACTion Lincs
POST:	Link Worker
LOCATION:	Lincolnshire
RESPONSIBLE TO:	Service Manager (or nominee)
DBS:	This post is subject to Adult Workforce Regulations

JOB PURPOSE:

To deliver support services to people with complex and chaotic needs leading to positive outcomes around housing, health and financial stability.

Link Workers will assess and engage with clients to develop an action plan that aims to address and resolve issues that have contributed to their chaotic lifestyles.

KEY RESPONSIBILITIES:

- 1) To provide support and practical help with things such as benefit applications, housing sustainment issues, health, education, employment and addiction
- 2) To liaise with support agencies, as necessary, with a view to providing the client with a high quality and robust support network
- 3) To inform and educate partners regarding the support needs of clients
- 4) To maintain good working relationships within P3 and externally with partners
- 5) To provide a prompt and accurate assessment of needs
- 6) To develop and improve strategies for remaining in contact with clients who are “difficult to engage”.
- 7) To develop clear support plans for each client including detailed risk assessment and management
- 8) To work within P3 risk and safety protocols

- 9) To be an effective team player, with the ability to adopt a shared approach to case management
- 10) To keep clear and accurate records in accordance with P3's record keeping policies and guidelines
- 11) Ensure that tenancy agreements / license agreements and house rules are explained to clients and enforced.
- 12) To ensure clients accommodation is safe, secure and well maintained, utilising internal / external property teams and contractors
- 13) Housing management tasks including reporting repairs, health and safety checks, risk assessments and dealing with disputes between clients
- 14) Assisting the P3 Property and Maintenance teams with property inspections as and when required
- 15) Monitoring and ensuring the prompt notification of vacancies, preparation of empty units, and investigation of possible abandonment's, so that voids are minimised
- 16) Monitoring and assisting clients to manage their rental accounts and/or collection of personal charge / rent

TEAM WORK

- 17) Be a member of the staff team working to provide a safe, sound and supportive environment
- 18) To attend staff meetings and any other meetings that will be beneficial to the work of the service

QUALITY

- 19) Deal with complaints in accordance with P3's agreed procedures
- 20) To share responsibility for good health and safety practices, liaising with the Health and Safety Officer wherever necessary
- 21) Ensure all written records are of a high quality and that the outcomes evidence meets the contract requirements

DEVELOPMENT

- 17 Undertake the staff induction programme, and assist, as requested, in the induction and training of new staff, students and volunteers
- 18 Participate in staff meetings, supervision, training, team development

sessions and other meetings as required, reporting back to the team as appropriate

- 19 Undertake development activities as necessary and appropriate to the role
- 20 Keep up to date with information relating to issues such as welfare benefits, employment, training, housing etc.

DELIVERING EQUALITY

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

OTHER

- 24 Undertake such other duties and specialisms, as may be required from time to time to maintain or enhance P3's services
- 25 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 clients are fulfilled
- 26 Undertake all duties in accordance with all P3 policies and work towards their continuing development and implementation

All job descriptions are subject to periodic review. This job description covers the range of duties required. It is P3 policy, wherever possible, to 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.

PERSON SPECIFICATION

Link Worker

	Essential	Desirable
<p>Values Must be able to demonstrate the following values;</p> <ul style="list-style-type: none"> • A commitment to client involvement and empowerment. ✓ • Promotion of equality of opportunity for people who have experienced oppression and disadvantage in their life opportunities. ✓ • Recognise and value all aspects of diversity ✓ • Empathy and understanding towards the needs of the cohort ✓ 		
<p>Experience Able to demonstrate experience of:</p> <ul style="list-style-type: none"> • Experience of working with people with complex and chaotic needs ✓ • Liaison with social, health, housing and criminal justice agencies. ✓ • Maintaining clear and accurate client records ✓ • Evidence of autonomous, self-directed practice ✓ 		✓
<p>Knowledge and Understanding</p> <ul style="list-style-type: none"> • A knowledge and understanding of the support needs of complex people. ✓ • An understanding of and familiarity with the working of housing, mental health, criminal justice and community care agencies (and of the legislation that binds them) ✓ • Knowledge of housing and welfare entitlement ✓ • Knowledge of Social Impact Bonds and how they work ✓ 		

<p>Skills and Abilities</p> <ul style="list-style-type: none"> • Able to work on own initiative and prioritise workload • Able to work as an integral member of a team • Work effectively with people who find it difficult to engage with mainstream services. • Work in a variety of settings including the street, accommodation, prison and hospital. • Work closely with a wide range of professionals, some of whom may have very different approaches to problem solving. • Ability to question established practice. • Communicate clearly and concisely to a varied audience through presentations or written reports. • Excellent IT skills, confident user of computers, including email. • Willingness to travel across the county • Able to work flexible hours if required 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p>
<p>Qualifications</p> <ul style="list-style-type: none"> • NVQ/QCF Level 2 or 3 / professional qualification in a social care field, OT, nursing, probation or Psychology. • There must be substantial evidence of commitment to personal and career development relevant to the post. • Full Driving Licence 	<p>✓</p> <p>✓</p>	<p>✓</p>