

## Role Profile

<b>Post Title:</b> Resettlement Worker	<b>Salary:</b> £14,400 - £19,200 pro-rata (FTE £24k)
<b>Direct reporting to:</b> Hostel Manager	<b>Contract:</b> <i>Initially, fixed-term 12 months, part-time.</i> This is to be reviewed after 9 months <b>Hours:</b> 3-4 days (21-28 hours pw, excluding lunch breaks)
<b>Additional:</b> <i>This role requires occasional early mornings or late nights outside of the core hours 8am to 8pm to conduct outreach visits.</i>	
<b>Job Description</b>	
<p><b>Role Purpose</b></p> <p>To provide an effective, high-quality resettlement service for residents and former residents of Branches Hostel through:</p> <ul style="list-style-type: none"> <li>• Effective casework management - working with residents and providing advice, support, motivation, crisis intervention and future planning, which is appropriate to the expressed needs of individual service users.</li> <li>• Effective resource management - making optimum use of a range of accommodation options, with a focus on re-settling and supporting former homeless people in appropriate accommodation in the private and social rented sectors.</li> <li>• Effective resettlement service integration – leading on resettlement and ensuring pro-active liaison with Branches Hostel’s Support Workers for the benefit of current and former Hostel residents.</li> </ul>	
<b>Key Duties and Main Responsibilities</b>	
<p><b>1.0 Service Provision</b></p> <p><b>1.1</b> Develop and maintain constructive relationships with local and neighbouring landlords to secure private rented and social housing outcomes for residents in Branches Hostel; and ensure identified accommodation promotes well-being, is safe and appropriate to identified need.</p> <p><b>1.2</b> Deliver pro-active resettlement services and support to residents who move on, including sourcing quality housing in the private rented sector.</p> <p><b>1.3</b> Provide an effective needs-led service to residents and former residents in line with Branches Hostel’s policies and procedures.</p> <p><b>2.0 Casework Management</b></p> <p><b>2.1</b> Work with residents seeking support for moving on by assessing their needs, identifying and supporting individual to achieve their goals.</p> <p><b>2.3</b> Develop positive working relationships with residents and former residents to facilitate the best possible outcomes and to address exclusion and social isolation issues.</p> <p><b>2.4</b> Lead worker on reviews of residents’ cases where they are moving on from Branches Hostel through close liaison with Branches Hostel Support Workers and partner agencies.</p>	

**2.5** Complete the required data entry onto the CHAIN database.

**2.6** Maintain accurate, up-to-date records of all work undertaken, as required to enable the performance management of the service.

### **3.0 Resource Management**

**3.1** Maintain up-to-date knowledge of available and relevant resources for service users, referring and signposting, as necessary.

**3.2** Lead responsibility for making the best use of a range of accommodation options, working within Branches Hostel's financial parameters.

**3.3** Develop constructive professional relationships with local authorities, social housing staff, private landlords, other external agencies and partners of Branches Hostel.

### **4.0 Residents' Support Service**

**4.1** Use SMART planning to provide effective needs-led resettlement support to service users:

- \* Develop and keep under review resettlement plans with service users to maximise their opportunities to achieve and maintain independent living
- \* Maintain accurate and up-to-date records of resettlement support provided.
- \* Develop action plans and keep under review to facilitate service users' personal development and the skills to live independently.

**4.2** Carry out risk assessments and keep these under review to identify and prioritise service users' changing support needs; and work with relevant external agencies to assess and manage identified risks.

**4.3** Develop and maintain constructive, professional working relationships with the client group.

### **5.0 General Support Service Provision**

**5.1** Interaction with service users as a visible, communicative and supportive presence in Branches Hostel.

**5.2** Ensure individuals are kept informed of their rights and responsibilities regarding the service, are enabled and empowered to become involved in the running of the service, through consultation and participation.

**5.3** Plan for and deliver resettlement group work and advice sessions for the client group.

**5.4** Lead on resettlement service initiatives and multi-agency projects including on-site training, case management and workshops.

**5.5** Disseminate and advise the support team on changes to best practice in resettlement, amendments to ethical frameworks, research findings and publications, and shared best practice.

### **6.0 Finances and Administration**

**6.1** Maintain effective liaison and review with Support Workers of service users' individual personal budgets.

**6.2** Adhere to Branches Hostel's financial procedures and policies at all times.

**6.3** Complete all administrative duties in accordance with Branches Hostel's policies and procedures.

## **7.0 Service Development**

**7.1** Contribute to promoting, developing and maintaining effective joint working with external services to ensure the range of support and resettlement options offered to the client group remains accessible and relevant to their needs.

**7.2** Participate in organisational projects including training and case management reviews.

**7.3** Contribute to reports for multi-agency reviews, commissioners, funders and other stakeholders, as required.

**7.4** Contribute to maintaining effective systems of service user consultation: collating feedback; and using information gathered to develop the quality of service provision.

**7.5** Ensure services are inclusive.

**7.6** Represent Branches Hostel at local events as required, supporting the Hostel Manager.

## **8.0 Other**

**8.1** Ensure information available to the client group is of a high standard, relevant, in plain English and up-to-date.

**8.2** Contribute towards the development of Branches Hostel's policies and procedures.

**8.3** Assist with the development of existing and new support services.

**8.4** Comply with Branches Hostel's policies and procedures, including but not limited to: Safeguarding, Health and Safety, Professional Boundaries, Confidentiality and Data Protection, ensuring that policies and procedures are adhered to in all aspects of your work.

**8.5** Attend and fully participate in supervision meetings, team meetings and case management discussions.

**8.6** Keep under review and evaluate own performance to identify strengths and areas for development.

**8.7** Maintain knowledge of IT including Word, Excel, Access and databases necessary for carrying out the role.

**8.8** Carry out any other tasks commensurate with the post.

*This job description cannot cover every issue or task that may arise within the post. The post holder will be expected to carry out other duties which are broadly consistent with those in this document. This job description does not form part of the contract of employment.*

*This post is subject to us receiving excellent references and confirmation of educational achievements.*

*The role requires a current (one year) enhanced Disclosure and Barring Service (DBS) certificate.*

<b>Person Specification – Resettlement Worker</b>	
<b>1.0 Knowledge and Skills</b>	
<b>Essential criteria</b>	
1.1 Understanding of the causes of homelessness and the pathways out of homelessness.	A/I
1.2 Experience of supporting vulnerable individuals who have complex needs and who may display challenging behaviour.	A/I
1.3 Experience of recruiting private landlords to secure private rented accommodation for former homeless people or rough sleepers.	A/I
1.4 Knowledge of relevant housing legislation and guidelines, including welfare benefits.	A
1.5 Solid IT skills, including competence with Word, Excel, databases and email; and the ability to learn how to use new IT applications.	I
1.6 Understanding of and commitment to data protection and confidentiality and working within professional boundaries.	A/I
1.7 Excellent interpersonal skills: effective communication with the client group; and equally comfortable communicating with organisations.	A/I
1.8 Good knowledge of risk assessed planned support and SMART goal setting.	A/I
1.9 Knowledge of Health and Safety with ability to work within the relevant requirements, professionally and practically.	A/I
1.10 Excellent self-management, taking responsibility for your own caseload and managing this effectively; including prioritising work, maintaining up-to-date casefiles; and managing conflicting areas of work.	I
<b>2.0 Aptitude and Abilities</b>	
2.1 A self-starter, with a 'can do' pro-active attitude to work and problem solving.	I
2.2 Initiative and ability to provide and deliver solutions to issues arising in support service delivery.	A/I
2.3 Ability to interact and communicate with the client group and be a visible, engaged and supportive presence in Branches Hostel.	I
2.4 Ability to analyse and evaluate written and numerical information, and data.	I
2.5 Ability to represent Branches Hostel appropriately at all times, work professionally and pro-actively with external agencies and promote resettlement services to a wide range of audiences.	A/I
2.6 A commitment to working flexibly and creatively in response to changing organisational requirements.	I
2.7 Honesty, reliability and flexibility.	I

<b>3.0 Desirable requirements(D)</b>	
3.1 Direct work experience within the area of mental health, alcohol or substance dependency.	<b>A/I</b>
3.2 Knowledge of the charity sector and understanding of challenges faced by the sectors.	
3.3 Use of your own transport would be an advantage.	
3.4 Achieved or working towards NVQ Level 3; or Housing or Social Care related qualification; or Professionally-awarded Diploma or Certification	
<b>4.0 Additional job requirements</b>	
4.1 To work outside normal office hours, as required, to attend evening meetings.	
4.2 To work occasional early mornings or late nights in order to conduct outreach shifts.	

**A= Application - to be answered in your application**

**I= Interview - to be explored at interview**