

Role Profile – The What, The Where, The How

POSITION	Key Worker		
TEAM	Homeless	LOCATION	Chi Winder and surrounding areas
VERSION	3	LAST UPDATED	February 2024

THE PURPOSE OF THIS ROLE IS TO

Flexibly and proactively manage a caseload (Bank colleagues would not typically hold a caseload) of individuals experiencing homelessness and/or complex needs, providing individualised, strengths-based support within the Psychologically Informed Environments and Trauma Informed Care frameworks.

Specific Accountabilities – The Brass Tacks

In the role, day to day, you'll be responsible for:

1. Delivering high-quality and effective support services to customers, dependent on their needs and through various modalities including individual and group work, resettlement and reconnection, delivering an individualised support package in partnership with other professionals.
2. Managing a case load of clients (Bank colleagues would not typically hold a caseload), providing support at all points of their journey, ensuring their support plan, housing plan and outcomes are regularly reviewed, providing assistance to successfully move these individuals through the service towards the most appropriate and independent accommodation.
3. Providing support and assistance to all clients, even if they are not part of the designated caseload.
4. Participating in the 'responsive worker' system, providing reactive and responsive support to clients at the point of crisis or emergency.
5. Contributing to ensuring a safe environment where risk management and positive risk-taking, safeguarding and safety are of the highest importance.
6. Ensuring an environment that offers respect and dignity to each service user.
7. Assisting in the delivery of good practice in the formulation, implementation and delivery of customers' individual support and risk management plans, including improvement to the self-management of health and wellbeing, increased independence living skills and engaging them in the local community network.
8. Ensuring effective communication of customer information internally and externally as required using approved electronic, written and verbal communication systems.

9. Arranging the inclusive and engaging delivery of regular one-to-one sessions with clients by making, recording and keeping appointments at intervals agreed in the flexible and responsive client-led support package.
10. Assisting in the delivery of procedures for the admission and induction of clients, and liaising and working in partnership with appropriate internal services and external agencies as necessary.
11. Participating in the decision-making process for evictions and attending evictions carried out by Housing Management, providing advice and support to the client about where they would be able to obtain assistance.
12. Assisting in the effective liaison and partnership working with appropriate external agencies as necessary, including community networks for outreach.
13. Ensuring efficient record-keeping and data collection at all times.
14. Assisting in the delivery of safe and appropriate recreational, learning and development activities to customers, in liaison with the dedicated staff within the homeless service and other professionals.
15. Working towards being a support champion including, but not limited to: domestic violence, the criminal justice system, housing law, safeguarding, learning disabilities and trauma-informed care.

Person Specification – The Who

PERSONAL SKILLS AND QUALITIES

At Coastline we are more concerned with how you work and what you bring to the role over formal qualifications or criteria. Specifically, what we're looking for is someone who:

- Demonstrates behaviours in accordance with Coastline's values:
 - Put our customers first
 - Be open, honest and accountable
 - Value each other
 - Strive to be the best
- Essential qualifications or skills;
 - Level 2 qualification or above
 - Customer service experience
 - Proficient in IT skills, such as Office and use of proprietary software
 - Excellent communication skills
 - Awareness of professional boundaries
 - Ability to provide life skills advice and guidance
- Has a full driving licence and a satisfactory enhanced DBS check;
- Some experience in the following would be an advantage:
 - Qualification in a relevant field
 - Level 5 qualification or above

- Experience of working with individuals within the social care sector
- Experience of working with people with mental health and/or substance misuse support needs
- Experience of conducting needs and risk assessments
- Experience of preparing and reviewing support plans
- De-escalation and negotiation skills

General Obligations - For All Of Us

1. Represent the company positively with all external agencies.
2. Service and support the company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the company's health and safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the company's policy and standards.

REPORTING

Reports to the relevant Team Leader

CONTACTS

Internal

- Housing Management Worker
- Income Management Team
- Service Manager
- Homes and Communities Theme Lead
- Homeless Service
- Volunteer Workers/Volunteers

External

- Cornwall Health For Homeless
- External agencies (statutory and voluntary)



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