

THRESHOLD HOUSING LINK

(Registered Charity No. 1017599)

JOB DESCRIPTION

Job Title: Senior Homeless Project Worker

Accountable To: Chief Development Officer

Line Manager: CDO / or designated supervisor

Location: Based from Threshold Housing Link's head office but working across all project locations within Swindon – as required / directed. The role requires travel between projects, therefore use of a car and a willingness to use it for travel is an essential requirement of this role.

Hours Worked: All contracts are based on a 37.5 hour week (1.0 FTE) – excluding breaks (pro rata + or -) – and such additional hours as are required by the organisation from time to time. Threshold operates a 'Time Off In Lieu' (TOIL) policy, whereby no more than one day of TOIL can be accrued each month. Additional paid overtime **may and must be authorised in advance by a line manager**, according to organisational requirements. Overtime will be paid at the standard hour rate equivalent of your salary. Fractional post appointments will be considered and your preference should be indicated at the time of application.

Your hours will usually be worked Monday to Friday, on a varying shift pattern between 6am and 8pm – which will vary according to business needs. Flexible shift patterns available by negotiation. Occasional weekend work may be required, from time to time, as specified by your line manager. This role involves occasional working during unsocial hours, with project work extending potentially extending across the 24 hour cycle to meet urgent needs.

Salary Scale	£30,517 to £33,540* (*graduate / post-graduate or demonstratable high-level professional skills and experience)
Probationary Period	6 months (3 months for internal applicants) – with generally only one permissible extension of 3 months following appraisal and ability to meet performance criteria / prove suitability for the role.
Annual Leave	Annual Leave year: 1 st April – 31 st March each year. Annual Leave Allowance: 25 days per annum (FT). An additional days leave is added for every two full years of service, up to 30 days maximum. In addition, you are furthermore entitled to 8 bank holidays annually. Consult Employee Handbook for full details of terms and conditions related to Annual Leave.
Pension Entitlement	Up to 5% match funded contribution – once confirmed in post. See associated policy in employee handbook.
EAP & Benefits	Threshold provides an Employee Assistance Programme through Simply Health. You can access a free and confidential support service. Help is available for everything from relationships, to stresses or life events, bereavement and loss, family issues, anxiety and depression, disability and illness, bullying and harassment, debt, health and well-being. Your Simply Health policy also provides additional basic benefits for medical, optometry and dental care, as well as legal advice. To understand the full scope of benefits please consult the Simply Health Policy Document for Threshold staff.

This role will require you to undertake a Disclosure and Barring Service (DBS) check and to disclose information which would otherwise be considered 'spent' under the provision of the Rehabilitation of Offenders Act 1974.

As this post is subject to an enhanced DBS Disclosure against both the adult and children barred lists, THL reserves the right to also request you to undertake further DBS checks from time to time (typically annually) or as may be required by the Local Authority or CQC (should you work within a THL CQC-registered project). Your DBS results may be disclosed to the Local Authority, CQC or other agencies that Threshold may enter into a supply or co-operative arrangement with.

Uniform	Staff are free to wear suitable attire of their choosing, however all staff must be prepared to wear an ID Badge, Security Tag and a uniform-top/jacket when directed (which will be supplied by Threshold, typically a polo shirt, jacket, Gillet or similar, emblazoned with Threshold livery / logo).
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Agile Working

All staff may be required to work from a different base or in a different location at some point in the future in line with changing business needs. Such changes will be made after proper consultation and shall be deemed to be reasonable after taking into account any personal requirements.

Job Purpose

As the environment is demanding, you will need to have the ability to work efficiently under pressure, "think on your feet", be comfortable working independently, be prepared to do physical work as necessary, and be able to engage well with a wide range of people including those with extremely challenging behaviours.

About the role

In this demanding and varied position, you'll play a crucial role in the resettlement of rough sleepers, providing a comprehensive service to a caseload of clients who are currently sleeping rough or who have a recent history of rough sleeping in Swindon, but predominantly supporting those individuals who have entered Threshold resettlement accommodation projects. You will be adept at building trust and providing person centred advocacy and support which enables clients to navigate pathways and progress towards a life away from the streets, and beyond the short-term support we offer in our resettlement properties, so that they can enjoy sustainable independent living.

You will occasionally undertake assertive street outreach sessions and hot spot visits, including, on occasion, during unsocial hours, to engage with people sleeping rough. From the first point of contact, you will encourage long-term change. You will also support close partnership working with the local housing, health and wellbeing services, police, emergency accommodation providers and wider partner agencies to maximise positive outcomes for clients. Your time will be spent predominately managing our resettlement project residents, but this role will also involve working with individuals rough sleeping or at risk of homelessness. The division of time spent between outreach and resettlement projects could vary and at times may focus solely on one project, while at other times may be split, in varying degrees, between the projects – depending on the specialisation required for the outreach or resettlement project work, from time to time, which will require utilising the expertise of other members of the Threshold team to focus on specific tasks e.g. mental health assessment / talking therapies and so forth.

As a senior practitioner, you will also be required to mentor and provide occasional basic supervision to junior staff and volunteers when directed to do so.

About you

As a Senior Homeless Project Worker you will have **considerable experience in the homeless sector or a closely related field / complementary specialist skills** and will be capable of managing a resettlement client caseload of between 20 to 25 complex residents in addition to duty and relief work to cover colleagues caseloads while on leave.

With excellent communication skills, both verbally and in writing, you will be at ease communicating with a wide audience, from our service users to professionals within the Local Authority and within agencies whom our service users are engaged with, or would benefit from engaging with. You will be diplomatic, tactful and highly empathetic, and possess the attribute of strong resilience in order to work flexibly and creatively with individuals presenting with multiple and often complex needs.

You will have considerable experience in referral to Safeguarding and attendance at MDT meetings, including MARAC, REP, Sexual Exploitation and Justice panels.

You will be fully conversant with best practice in the implementation of PIE's and will work always in a psychologically and trauma informed way.

You will be a team-player, open to sharing professional knowledge and to learning from others. Desiring to make a meaningful difference to the lives of our service users, you will approach your work with enthusiasm, compassion, and utmost professionalism at all times.

Key Responsibilities

- Maintain an individual or shared caseload of no less than 20 to 25 resettlement clients (as directed) who may present with complex and potentially high-risk management factors.
- To establish trusting and professional relationships with clients; balancing support and challenge in order to encourage long-term change.
- Give clients choices and information and provide an enabling service so that they can access appropriate services, minimise harm and overcome barriers to engagement.
- Provide a personalised, creative and innovative approach to client engagements and care planning which is broad based, evidence based, trauma informed and aligned fully with best practice as defined within a Psychologically Informed Environment (PIE) model.
- To deal with the immediate support needs of clients, as appropriate and to ensure that reasonable service requests made by residents and clients are met quickly and effectively.
- Undertake outreach work with rough sleepers flexibly, on a rota basis, including working early mornings, late nights and at weekends if required.
- To meet with street-homeless people in various locations around the town e.g. car parks, day centres, soup runs, known areas of rough sleeping and ensure appropriate resettlement pathways are identified and offered, working alongside statutory and non-statutory agencies, to provide a path away from an entrenched street life.
- To liaise with other agencies and develop partnerships to secure accommodation, benefits, healthcare and other services for clients, working towards homelessness prevention, safeguarding of vulnerable adults and assisting those with sanctions that prevent them being accommodated.

- To carry out the required level of monitoring and tracking of outreach clients and ensure that the appropriate monitoring information is made available to the relevant agencies – with particular importance placed on timely communication with agents of SBC.
- In the event of non-engagement with outreach support services or engagement in negative street activities, to work collaboratively with SBC, town centre managers and security teams, Police, and other agencies to impose or enforce measures such as Criminal Behaviour Orders (CBOs) and exclusion orders to reduce anti-social behaviour.
- To advocate at all times, where appropriate, on behalf of rough sleepers, resettlement and other clients of THL with external agencies regarding their welfare rights, primary healthcare needs, mental health needs, and any other issues affecting clients health and wellbeing.
- Undertake highly important assessments, including risk assessments, needs assessment and other assessments as directed by management, and in all cases prior to a client's admission to any of the resettlement properties. Needs and Risk assessments are a mandatory procedure prior to intake for all prospective tenants to the resettlement properties.
- Assist clients to settle into the THL resettlement accommodation and manage the responsibility of their License Agreements and house rules.
- Develop care plans in partnership with the client, liaising with GPs and allied health professionals if/as required.
- To accompany clients to GP or other appointments (if required and appropriate) in order to facilitate engagement – respecting the client's wishes, dignity and privacy.
- Identifying the complex needs of often highly vulnerable and high risk clients, which might include substance misuse, alcohol dependence, mental health issues, offending and violent behaviour, domestic abuse, anti-social behaviour, and individuals involved in sex work – then make swift referrals to appropriate agencies and take all appropriate steps to facilitate and coordinate their engagement with our clients / and our clients engagement with those agencies; coordinated support is an essential outcome.
- To offer clients assertive, consistent ongoing guidance and support until they are in a position to be able to move from the street into accommodation, or from accommodation in THL resettlement projects on to their own independent living tenancies.
- To formulate clear anticipated move-on timeframes with clients in the resettlement properties based on initial risk and needs assessments and to agree steps with each client (based on an agreed timeframe) that will lead to independent living.
- Undertake enhanced keywork (including practical skills training / mentoring), using creative approaches, with clients within THL resettlement, or other, projects.
- Actively provide to clients practical support in the form of: guidance and advice on life and social skills, health improvement and wellbeing, financial management / budgeting, employment services, and recreational and cultural activities – as is required and appropriate.
- To support clients to undertake grocery shopping, attend food-banks or obtain vouchers for them if / when required in order to best ensure that clients have access to meals every day.
- Carry out general domestic duties at the resettlement properties to support residents, including food preparation, to ensure that residents inhabit a clean environment and improve their dietary routines (healthy eating should be prioritised).

- To work with clients to build community ties through the engagement opportunities of work and volunteering with a view to supporting them to become economically active and empowered.
- Support clients to establish or reconnect with positive social networks and undertake meaningful activities to assist and promote social inclusion.
- To always make appropriate referrals and to consult with the staff team and your line manager when in doubt.
- To deal with client complaints in a timely manner and seek to resolve conflicts between service users sensitively and effectively.
- To ensure that all client interactions, and interactions with partner agencies, are accurately recorded, with sufficient detail, on THL's management information system (currently In-Form) and other data base systems as required.
- To ensure, in particular, that case notes are consistently high quality and recorded on In-Form.
- To ensure that regular case reviews are carried out within agreed timescales and that support plans and risk management plans are implemented in a timely fashion.
- To keep accurate financial and administrative records in line with the organisation's policies and procedures.
- To ensure that all records, in general, are maintained in an accurate and timely fashion and that when relevant and wholly appropriate that information is shared with colleagues, external agencies and project stakeholders to support successful delivery of key outputs and performance indicators.
- To complete the statistical elements and questionnaires of all funders / grant providers monitoring documentation, ensuring their return submission to your line manager on a timely basis.
- To assist in the preparation and production of reports following research into reasons for local people sleeping rough and to prepare weekly and monthly reports as directed.
- To ensure that all client information and records are stored in accordance with Data Protection / GDPR legislation and THL policies.
- To ensure that accurate void records are reported to your line manager.
- To ensure that clients / residents apply for housing benefit and or personal benefits or universal credit where eligible, to maximise their income.
- To apply the organisation's documented policies to the day-to-day housing management of the resettlement properties.
- Deal with breaches of tenancy conditions, including investigating cases of anti-social behaviour, neighbour nuisance and racial, gender or sexual identity harassment.
- To undertake all project related administrative and clerical duties as and when required, including the handling of cash when collecting licence charges, recording and adjusting resident accounts accordingly and monitoring and maintaining the integrity of the organisation's cash float.
- To ensure the conditions of licence / tenancy agreements, and house rules, are adhered to and to take appropriate actions to address any breaches.
- You will be required to provide oral and written warnings to service users and to serve legal notices and undertake evictions from our resettlement properties when appropriate.

- Carry out inspections of properties and communal areas when directed to do so, as well as gardens and property fencing, to ensure that they are maintained and kept to a good standard.
- To take appropriate and timely action to deal with any breaches of licence agreements / tenancies and other contracts.
- Report all maintenance and property standards issues as per THL policies to the Operations and Social Impact Manager to ensure that the appearance and Health and Safety of the organisations properties are maintained to the highest standards.
- To maintain the security of the resettlement properties, regularly monitor the condition of the buildings, their furnishings and equipment and promptly report faults or damages to the Operations and Social Impact Manager in order to arrange maintenance, repair or replacement in a timely fashion.
- To ensure that clients / residents are kept fully informed of changes and developments via meetings, letters, newsletters, notices and through personal contact.
- To attend professionals' meetings with clients / residents, including evening meetings as necessary.
- To ensure client / residents needs are at the forefront of THL's service provision and seek participation from them to shape further service development.
- To ensure lone working policies and procedures, and all Health and Safety requirements are met and adhered to at all times. Therefore, you must take all reasonable steps and care so as not to endanger yourself or other persons whilst at work. You must also co-operate with instructions given by managers and updates to the organisations policies and procedures to enable THL to comply with its statutory duties for Health and Safety.
- To adhere to all THL policies and procedures at all times, as set out in the THL Employee Handbook.
- You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your line manager of any hazardous situations or risks of which you are aware.
- To provide cover for other members of the team – as directed – when necessary.
- To be proactive in reviewing and evaluating your own performance and identifying and acting upon areas for improvement and development.
- To attend and fully participate in team meetings, training events and other events as requested.
- To keep abreast of current housing legislation, welfare benefit legislation and other matters relevant to successfully support and move on THL clients.
- To take an active role in promoting awareness of THL services and related homelessness issues within the local community.
- To ensure all service delivery policies and decisions made by the head of the organisation, or your direct line manager, are observed and followed through.
- To understand your role within the organisation and to be accountable for your contribution towards maximising income generation and surpluses.

- To understand how your job contributes to the overall purpose of the organisation and be accountable for undertaking your duties in the most efficient way.
- To prepare for and participate in case management and work supervision sessions.
- To collaboratively work with other staff to ensure the smooth running of the organisation and to deliver the best outcomes for service users.
- To represent THL at local forums with regard to rough sleeping and homelessness.
- To mentor junior staff and volunteers and provide basic supervision when directed to do so.

Qualifications	
Grade C, GCSE English & Maths or equivalent	Essential
NVQ Level 3 in Health and Social Care or equivalent. (if not held then a commitment to achieve the award - or similar - within 12 months of commencing your role)	Desirable
Diploma, Undergraduate or Post-Graduate degree / professional qualification in a relevant field (e.g. health and social care, nursing, social work, psychology, counselling, psychotherapy, addictions & dual-diagnosis, or similar)	Highly Desirable
Decision Making	
Taking responsibility for the decisions you make that directly impact upon the lives of clients who present to THL as homeless.	Essential
Ability and willingness to identify your own personal training needs and discuss these with your immediate supervisor in order to ensure that your programme of continuous professional development is entirely appropriate and best advances your skills levels.	Essential
Creativity & Innovation	
Initiating and developing a single service plan for each identified person, in line with THL guidance on psychosocial and PIE practice models.	Essential
Knowledge & Skills	
Understanding the needs of rough sleepers and the effects of trauma on individuals with complex lives and behavioural indicators that would cause you to modify your behaviour and keywork accordingly.	Desirable
Resilience to work flexibly and creatively with individuals who may have seemingly intractable problems.	Essential
Understanding of benefits, housing and homelessness legislation and housing options and a commitment to stay abreast of developments in policy and legislation.	Essential
Excellent verbal and written communication skills evidenced by administrative, recording and reporting skills.	Essential
Understanding of confidentiality, data protection and professional boundaries.	Essential
Good IT skills and ability to keep accurate records using client databases / management information systems (MIS), Microsoft Word, Excel and email.	Essential

Knowledge of Housing Law, in particular Part VII of the Housing Act 1996 (as amended by the Homelessness Reduction Act 2017) and Landlord & Tenant Housing Law (or a commitment to gain this knowledge).	Essential
Knowledge of safeguarding children and vulnerable adults.	Essential
Confidence to undertake work on own initiative as well as part of a team.	Essential
Ability to build positive relationships with a wide range of people, including clients, colleagues, representatives of other agencies and the general public.	Essential
Willingness and desire to work in an environment of continual change.	Desirable
Take a proactive approach to engaging with change and progressive concepts, demonstrating an enthusiastic openness to new learning and also to sharing learning with colleagues.	Desirable
Confidence and willingness to challenge poor practice and low standards.	Essential
Ability to identify and be alert to risk and to manage contingency plans effectively.	Essential
Ability to make critical decisions in a timely, considered manner.	Essential
Having undertaken appropriate training, be competent and confident in administering Naloxone in cases of suspected drug overdose.	Desirable
Holder of a valid First Aid Certificate.	Desirable
Full current driving licence and access to a vehicle.	Essential
Experience	
Substantial experience in the homelessness sector or housing / benefits related field	Essential
Substantial previous experience working with vulnerable or homeless people or people who sleep rough.	Essential
Working in partnership with a range of statutory and voluntary agencies.	Desirable
Working with partner agencies, accommodation providers and the voluntary sector to ensure successful outcomes for clients.	Desirable
Undertaking comprehensive client assessments and support plans, case co-ordination and accurate recording of client interventions / contacts.	Essential
Proven experience and capability of skilfully handling the pressure and responsibility of helping vulnerable people whilst remaining enthusiastic and motivated in a demanding and target driven role.	Essential
Representing your organisation at multi-agency meetings and forums.	Desirable
Implementing evidence based best practice responses and making recommendations for improvements in policy and procedures to achieve significant reductions in the numbers and prevalence of rough sleeping and street based activity that supports entrenched homelessness.	Essential
Experience and the ability to work autonomously, on own initiative, prioritising accordingly.	Essential

Experience of working with clients who have a substance misuse, dual-diagnosis, or forensic history.	Desirable
Experience of supporting service users with complex and / or multiple barriers to successful engagement and positive transformation.	Desirable
Values	
Employ an empathic and non-judgemental attitude towards understanding and meeting the needs of THL clients.	Essential
Commitment to equality of opportunity.	Essential
Commitment to respecting diversity and to promote best practice in all areas of work.	
Commitment to client involvement in the planning and running of services.	Essential
Commitment to upholding organisational values and behaviours, which in broad terms means that: <ul style="list-style-type: none"> 1) You will display at all times a communication and behaviour style that promotes a positive THL identity when connecting with residents, other clients, colleagues and stakeholders, ensuring a partnership approach to delivering the THL vision. 2) You will always be asking, 'is what I am doing in the best interests of THL and its clients?' 3) You will always be seeking to identify where things can be improved, ensuring that learning is embedded, evaluated and built upon through a strong approach to continuous organisational development. 4) You will always be acting in an emotionally intelligent way, setting positive examples around accountability, risk and governance. 5) You will always be striving to achieve the highest possible levels of productivity and performance. 	Essential

About This Job Description

This Job Description and Key Responsibilities, set out above in pages 1-7, will also be referenced in the 'Terms and Conditions of Employment, Including Statutory Statement of Particulars' document. That document will set out the precise terms and condition of employment in accordance with the provisions of the Employment Rights Act 1996 (S1), on which Threshold Housing Link propose to employ you.

All posts are offered subject to receipt of a satisfactory DBS certificate and references and failure to provide these will result in immediate termination of an offer of employment or any contract of employment entered into.

I acknowledge that I have fully read and understand the duties and expectations connected to the role of Homeless Project Worker and undertake to accept these as the core tasks of my role. I undertake also to uphold the professional standards expected of me, as outlined in the policies and procedures manual and employee handbook, of Threshold Housing Link. In signing below you acknowledge acceptance of the Job Description and those tasks, terms and conditions set out herein.

Employee Name (print)_____

Signed (employee)_____ Date_____

On Behalf of Threshold_____ Date_____