

JOB DESCRIPTION

Job Title:	NSNO Casework Coordinator
Directorate:	Street Homeless and Outreach Services
Location:	Islington
Reporting to:	Assessment Hub Manager
Responsible for:	Assessment and Reconnection worker, Assessment worker, trainee

PURPOSE OF THE JOB

- To deliver, in conjunction with other members of the team and Manager, the NSNO Assessment and Reconnection Service. Supporting the team maintain a high quality case management system
- To assist Assessment and Reconnection workers with day to day case work to ensure undertaking high quality casework with individuals in line with NSNO's reconnection policy. To exemplify good practice in reconnection planning, relationship working, outcomes, incident handling, risk management and innovative practice. To lead on inducting new Assessment and Reconnection workers through a structured induction programmed and shadowing their work
- To have a high level of knowledge, experience and skill of reconnection issues and working with this client group and share responsibility for rapid move on including managing your own case load primarily leading on complex long stay cases and coordinating and facilitating PRS workshops weekly .
- To support, motivate and line manage the Assessment and Reconnections Workers on Night lines and Assessment and Reconnection trainees, providing effective case management support as well as holding your own case load of clients.

KEY RESPONSIBILITIES

1. To lead on inducting new assessment and reconnection worker and regular locum and agency staff, shadowing shifts as necessary to support staff development. To assist managers in developing a comprehensive induction schedule.
2. To provide day to day case work support for team. To assist managers to ensure staff use appropriate systems and processes to support reconnection though for example travel arrangements; accommodation offers, family mediation; initiation or reinstatement of care and support packages
3. To assist in delivering assessment and reconnection training
4. To lead on volunteer selection and ensure that volunteers are well directed and supported whilst on shift for NSNO.

5. To coordinating weekly workshops for NSNO client with an offer of accessing private rented accommodation
6. To keep abreast of current housing legislation, welfare benefit legislations and other matters relevant to successful support and move on of clients
7. To assist managers to ensure appropriate client advocacy is provided to home local authorities to support client reconnection.
8. To review cases with Assessment and Reconnection Worker in line with case management policy and in conjunction with Manager to ensure that new Hub users are properly assessed and their details and any appropriate service offer is issued within NSNO target.
9. To ensure all service delivery policies and decisions made by the manager or team are observed and followed through
10. To ensure all case work is properly recorded and all service offers and outcomes are entered clearly and in a timely fashion onto CHAIN. To send weekly 7 day move o reports to the team
11. To feedback practice issues to managers and to assist in reflective practice session in team meetings or weekly handovers.
12. To complete request for information to the police and home office daily

1. Lead and manage a team

- Taking the lead in recruitment and selection of new staff to the team.
- Developing performance targets and quality control measures for the work of the team, and monitoring team members' work to ensure that these are met.
- Supporting staff by setting clear objectives and holding individual supervisions regularly.
- Ensuring good communication between staff by holding team meetings regularly, and additional briefings as necessary.
- Inducting new staff and planning the continuing development of existing staff on the basis of an annual appraisal.
- Managing the workload of the team to ensure that adequate cover is provided at all times.
- Ensuring the health and safety of team members. This will include implementing procedures for office safety and use of computer equipment.
- Defining (and reviewing from time to time) the roles of staff to ensure these support the function's aims and objectives.

2. Case Work Coordination

- To provide advice to staff and clients on reconnection and accommodation options, as well as appropriate on health, welfare benefit claims and other issues as necessary.
- To actively collect follow up information with regards to the outcome of reconnections and report to the Manager any need/gaps in key areas that is acting as a barrier to successful reconnection.
- To monitor the follow up work on reconnection cases and ensure appropriate referrals are made and team are closing cases.

- To support the team in reconnection as necessary for example through arranging: travel arrangements; accommodation offers, family mediation; the initiation or reinstatement of care and support packages
- To monitor, collate and organise local resources for the team and NSNO in consultations with managers

3. Client Work

- To support the team to respond and process in a timely and proactive fashion all referrals made to the Assessment Hub and ensure those accessing the project meet the criteria of NSNO
- To work firmly and persuasively with individuals to explain the role of the service and the benefits of reconnection. To assist A+R workers in delivering assertive message or working agreement as appropriate
- To support the team to carry out comprehensive assessments with all referred new rough sleepers and to ensure that the Assessment hub is safe and secure for clients during their assessment period;
- To assist managers to ensure appropriate client advocacy is provided to home local authorities to support client reconnection.
- To deal with the immediate support needs of the clients as appropriate and assess client risk and develop risk management strategies with the client and other involved services.

4. Service Delivery

- Conducting regular briefing/consultation meetings with NSNO Assessment Hub Managers and Deputy Assessment Hub Manager
- To ensure all service delivery policies and decisions made by the manager or team are observed and followed through. To ensure the team use appropriate checks to provide a safe and effective environment for NSNO work
- To assist managers to ensure staff work firmly and persuasively with individuals to explain the role of the service and the benefits of reconnection.
- To identify and highlight to manager if there is a need to organise short-term accommodation, where appropriate, alongside the referral to reconnection or other service.

5. Internal Communication and Partnership working

- To develop a close relationship with the NSNO external partner services to enable referral and communication of information to support planning and actions.
- To successfully negotiate with Local Authorities and other stakeholders to achieve the aims of the project.
- To work with the Assessment Hub host to ensure good communication and coordination across services.
- To maintain good and effective liaison with outreach teams, Home Office, police, social services and other statutory and voluntary agencies and delegating this work where appropriate.

6. Finance and Administrative Duties

- To keep accurate daily records of petty cash and other project monies.

- To keep accurate records and statistics on referrals, service outputs and outcomes etc.
- To maintain a high standard of record keeping in the office and keep all financial and administrative systems including client files in the office in an accurate and up-to-date manner in line with policy.
- To ensure the results of all assessments and all service offers are entered clearly and in a timely fashion onto CHAIN.

GENERAL

- Adhere to St Mungo's Policies and Procedures at all times.
- Cover for other members of the team and division as necessary.
- Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- Attend and participate in divisional and team meetings and other meetings as required.

This job description covers the current range of duties and will be reviewed from time to time. It is St Mungo's aim to reach agreement on changes, but if agreement is not possible, St Mungo's reserves the right to change this job description.

PERSON SPECIFICATION NSNO Casework Coordinator

Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or covering letter to demonstrate your capabilities, in relation to each point listed under essential requirements in the person specification. Where relevant use your answers to illustrate how your competences have helped you achieve positive results.

ESSENTIAL REQUIREMENTS

Experience

1. Experience of communicating, liaising and negotiating effectively with a wide range of people including clients, other staff, and representatives of other agencies such as local authorities and statutory services and the general public to build strong partnerships deliver services.
2. Experience of formally assessing individuals needs and options and developing risk assessments
3. Experience of client case management and understanding of the importance of good practice in relation to case work.
4. Experience of inducting, supporting and developing staff, including knowledge of quality/continuous improvement systems
5. Experience of talking and/or presenting information to groups

Skills, Knowledge and Abilities

6. Ability to coordinating a project or team in a homelessness service and provide reconnection advice.
7. The ability to work constructively with and to motivate groups and individuals to maintain team enthusiasm for a high level of contact with clients
8. The ability to work in fast paced and pressured environment whilst managing multiple service priorities and demands to complete delegated tasks or meet deadlines
9. Knowledge and understanding of the housing and support needs of rough sleepers and experience of delivering good practice and services to them.
10. Strong understanding of the techniques, aims and objectives of assessment and reconnection in relation to working with street homeless people including those with complex needs.
11. Wide ranging knowledge of housing pathways, housing legislation, private rented housing and welfare benefits, relevant to the client group.
12. The ability to communicate effectively, both verbally and in writing, proven administrative skills and the ability to monitor quality, assessment or support systems.

The following are required of all roles with St Mungo's. However, you do not need to address these in your application.

- An understanding of and commitment to Diversity & Equality
- Willingness and ability to work shifts including evenings, weekends, waking nights, sleep-ins, bank holidays including Christmas Eve/ Day and New Years Eve/ Day
- Willingness to work flexibly in response to changing organisational requirements.

In the selection and interview process, we will be assessing candidates against the following competencies:

COMPETENCY	PRIMARY INDICATORS
1. Improving and Innovating	<ul style="list-style-type: none"> • Is client and customer focused • Is open to new ideas, improvement and change • Handles situations and problems with innovation and creativity • Shows commercial and financial awareness
2. Interacting and Influencing	<ul style="list-style-type: none"> • Takes responsibility and demonstrates values-driven leadership • Shows self-awareness • Works well with other people • Collaborates and networks effectively internally and externally • Shows sound communication and influencing skills

3. Understanding and Doing	<ul style="list-style-type: none"> • Able to find and analyse relevant written and numerical information and use it to make sound judgements • Able to think strategically • Demonstrates the necessary technical skills and aptitudes at the level that are required for the role • Has good writing skills at the level required for the job • Plans, organises and manages time well • Demonstrates compliance and accountability
4. Involving and Including	<ul style="list-style-type: none"> • Builds client/stakeholder involvement into all activities • Aware of own level of cultural competence and proactively seeks to develop • Actively promotes equality, diversity and inclusion among colleagues and clients.
5. Managing and Empowering (for managers)	<ul style="list-style-type: none"> • Builds a high performing team • Provides staff with clear direction and support • Motivates, supports, enables and promotes the wellbeing of their team • Manages the operational aspects of their function efficiently • Implements plans, strategies and services effectively • Actively contributes to service growth