

JOB DESCRIPTION

Job Title:	Assessment & Reconnection Worker (NSNO)
Directorate:	Street & Outreach Services
Location:	Lewisham, Islington or Hammersmith & Fulham
Reporting to:	NSNO Hub Manager
Responsible for:	N/A

PURPOSE OF THE JOB

To deliver, in conjunction with other members of the team, the NSNO Assessment and Reconnection Service: Carrying out comprehensive new rough sleeper client assessments; facilitating the rapid reconnection of new rough sleepers to supported networks in their home area or where they have a proven link. Providing clients with personalised case management support to help them be reconnected, turning assessments into a practical action plan which fully involves the client. Ensuring throughout that work done is properly recorded and as appropriate is entered clearly onto CHAIN.

KEY RESPONSIBILITIES

- To be responsible to the Assessment Hub Manager for the day-to-day delivery of the NSNO Assessment and Reconnection Service.
 - Carry out comprehensive new rough sleeper client assessments; offer support and advice around reconnection or accommodation offers and, enter client and service offer details onto CHAIN.
 - Draw up effective action plans with clients and through case management offer support and advice around reconnection.
 - To attend Team meetings and take part in Service policy and planning.
 - To participate in a NSNO 7 days a week 24 hour staff rota.
 - To participate in team meetings, team review days and other meetings as agreed with the Manager.
 - To keep abreast of current housing legislation, welfare benefit legislations and other matters relevant to successful support and move on of clients.
 - To attend NSNO working parties, ad hoc and in house training sessions, as requested.
- Willingness and ability to work shifts including evenings, weekends and waking night shifts on a rota basis)

Client work

- 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 carry out comprehensive assessments with all referred new rough sleepers.
- To provide personalised case management for users who need to be reconnected, turning assessment recommendations into a practical action plan which fully involves the client
- To provide as appropriate client advocacy to home local authorities to support client reconnection.
- To support reconnection as necessary for example through arranging: travel arrangements; accommodation offers, family mediation; the initiation or reinstatement of care and support package
- 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 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 provide advice to clients on their reconnection and accommodation options, as well as appropriate on health, welfare benefit claims and other issues as necessary.
- To liaison effectively with the Outreach Workers, Housing Support Workers, specialist workers, police and other agencies.
- To deal with the immediate support needs of the clients as appropriate.
- To assess client risk and develop risk management strategies with the client and other involved services.
- To ensure all service delivery policies and decisions made by the manager or team are observed and followed through.

Financial 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 that all written work both for internal and external use is of a high standard.
- To ensure the results of all assessments and all service offers are entered clearly and in a timely fashion onto CHAIN.

Internal communication and liaison with outside agencies

- To liaise effectively with colleagues in the NSNO Team and external reconnection services to enable referral and communication of information to enable support planning and actions.
- To liaise and negotiate effectively on a day to day basis with outside agencies including the police, social services and other statutory and voluntary agencies.
- In consultation with the Manager to represent the NSNO Services externally at forums, conferences and meetings as required.
- To build and maintain good working relationships with colleagues in partner outreach teams.

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

Assessment & Reconnection Worker (NSNO)

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 working with vulnerable people and an understanding of the needs of street homeless people and the issues which affect them.
2. Experience of formally assessing individual needs and options.
3. Experience of supporting people to address their needs through case management and an understanding of the importance of involving clients fully as possible in that process.
4. Personal experience of homelessness **or** a sound understanding of the issues faced by homeless or vulnerably housed people and the difficulties they experience in accessing services that are fully responsive to their needs.

Skills, Knowledge and Abilities

5. Knowledge and awareness of the outreach practices to engage with rough sleepers including awareness of the need for a supportive but assertive approach.
6. An understanding of the issues involved in reconnecting street homeless people and the benefits and challenges of reconnection.
7. Knowledge of the welfare benefits and housing law relevant to single homeless people.
8. Knowledge of the range of drug and alcohol services appropriate to single homeless people.
9. An understanding of the needs and support requirements of vulnerable clients, including those with mental health and/or substance dependency problems.
10. Ability to firmly and persuasively communicate the role of the service and benefits of reconnection with a wide range of people including clients, other staff, representatives of other agencies such as local authorities and statutory services and the general public.
11. Proven ability to communicate and negotiate to a high level and build strong partnerships with external agencies and stakeholders.
12. Administrative skills including good computing skills and the ability to use I.T. applications.
Ability to complete data entry to a high standard

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 to work flexibly in response to changing organisational requirements.
- Willingness and ability to work shifts on a rota including evenings, weekends, waking nights, Bank holidays, including Christmas Eve/ Day and New Year's Eve/ Day

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

COMPETENCY	PRIMARY INDICATORS
Improving and Innovating	<ul style="list-style-type: none"> <input type="checkbox"/> Is client and customer focused <input type="checkbox"/> Is open to new ideas, improvement and change <input type="checkbox"/> Handles situations and problems with innovation and creativity <input type="checkbox"/> Shows commercial and financial awareness
Interacting and Influencing	<ul style="list-style-type: none"> <input type="checkbox"/> Takes responsibility and demonstrates values-driven leadership <input type="checkbox"/> Shows self-awareness <input type="checkbox"/> Works well with other people <input type="checkbox"/> Collaborates and networks effectively internally and externally <input type="checkbox"/> Shows sound communication and influencing skills
Understanding and Doing	<ul style="list-style-type: none"> <input type="checkbox"/> Able to find and analyse relevant written and numerical information and use it to make sound judgements <input type="checkbox"/> Able to think strategically <input type="checkbox"/> Demonstrates the necessary technical skills and aptitudes at the level that are required for the role <input type="checkbox"/> Has good writing skills at the level required for the job <input type="checkbox"/> Plans, organises and manages time well <input type="checkbox"/> Demonstrates compliance and accountability
Involving and Including	<ul style="list-style-type: none"> <input type="checkbox"/> Builds client/stakeholder involvement into all activities <input type="checkbox"/> Aware of own level of cultural competence and proactively seeks to develop <input type="checkbox"/> Actively promotes equality, diversity and inclusion among colleagues and clients.