

JOB DESCRIPTION

Job Title:	Pathway Housing Worker
Directorate:	Housing Progression and Property Services
Location:	Becket House, St Thomas' Hospital, Southwark
Reporting to:	Housing Progression Co-ordinator
Responsible for:	None

PURPOSE OF THE JOB

The KHP Pathway Homeless team works across the Kings Health Partner In-patient and Accident Emergency Services to provide advocacy, support and quality discharge interventions for homeless clients attending or admitted to any of the Kings Health Partner hospitals. The Pathway Homeless Team works in close collaboration with the wider hospital discharge teams. The team currently operates within the St. Thomas' and Kings Hospitals.

The dual aims of the Pathway Homeless Team are to improve the quality of care for homeless patients, whilst reducing potential delayed and also premature discharges. There is an overarching aim to reduce future unscheduled admissions and A&E attendances.

The post holder will be a Housing Support Worker within the KHP Pathway Homeless Team. The key aim will be to ensure safe, appropriate, effective and sustainable discharges that meet the needs to homeless clients. The post holder will work in partnership with other members of their own multi-disciplinary team, as well as other hospital teams and outside agencies in order to achieve successful discharges. The post holder will work both on the wards, and in A&E, and may need to outreach into the community to support patients post discharge.

The post holder for this post will be a homeless specialist in their own right, and will be able to provide advice to other members of the team in identified specific areas. The post holder will do detailed housing assessments that will help prove a patient's homelessness, eligibility, priority for housing and local connection. The post holder will escort patients to Housing Options services to provide advocacy as necessary. The post holder will work to resolve disputes with Housing Options, and achieve the best results for the patient, and the health and housing services involved.

KEY RESPONSIBILITIES

1. MANAGEMENT AND LEADERSHIP

- To promote the Pathway vision of the Homeless Pathway Team within the hospital setting at all times.
- To attend the weekly multi-disciplinary KHP Homeless Team meeting, and any other necessary liaison meetings. Within these meetings to demonstrate positive active partnership with all relevant agencies, in order improve the quality of discharge planning, and reduce unscheduled re-admissions and A&E attendances.
- To develop and maintain proactive positive links with all key partnership organisations.
- To implement and work within St Mungo's & KHP policies.
- To diffuse difficult or dangerous situations in line with St Mungo's & KHP policies, and to summon external assistance when necessary
- To identify actual and potential risks for staff, patients and visitors, and take action to reduce this.

2. OPERATIONAL DELIVERY

- Delivering individualised advice to the client group liaising with the necessary support agencies/authorities to achieve the best possible outcome on discharge.
- Acting in an advocacy role both within the clinical setting and with external agencies; using the expertise of peers in the multidisciplinary team as appropriate.
- Completing detailed housing assessments that will help prove a patient's homelessness, eligibility, priority for housing and local connection.
- Escorting patients to Housing Options services to provide advocacy as necessary.
- Liaising with outside agencies / services as necessary to develop plans for patients e.g. by organising / contributing to case conferences.
- Acting as a role model for other staff, delivering sensitive, comprehensive and appropriate care to homeless patients, demonstrating no prejudice.
- Using high level communication skills to convey complex and sensitive information effectively to patients, carers and voluntary sector/clinical staff, overcoming any barriers to understanding (e.g. education level, language, literacy, embarrassment, stigma, mental health conditions e.g. personality disorders, disabilities etc).
- Ensuring patients are able to gain access to health and social care information relevant to their needs and to facilitate a healthier lifestyle.
- Following patients up after discharge as necessary, including visiting them in their discharge location as required and to escort patients to appointments if necessary

- Proactively identifying adult and child safeguarding issues, and take immediate action as appropriate.
- Ensuring that all eligible clients are contacted within the agreed timeframe
- Carrying out and sharing local community access plans to help signpost clients to local services, health or education providers, volunteer centres, post offices, banks, anywhere interest is expressed in the settling in diagnostic.
- Signposting clients to external agencies when needed and undertaking joint working where appropriate, including direct access hostels and borough HPU's, and with clients existing support network, e.g. Job coaches, Key workers, Social Services, Substance Misuse services, CMHT, GP.

3. MONITORING AND EVALUATION

- Keeping and presenting, in the required format, statistical information relating to the service, for the purpose of monitoring and evaluation and to provide any additional reports to accompany statistical returns within agreed deadlines. To provide regular feedback to funders on the progress of the service.
- Monitoring, maintaining and improving delivery quality.
- Carrying out a range of administrative responsibilities to ensure the smooth running of the service, including accurate and timely recording of statistical data, outputs and outcomes on both OPAL and EBIS.
- Contributing to the ongoing evaluation of the effectiveness of service provision.

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.

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

PERSON SPECIFICATION

Experience

1. Experience of working with vulnerable people and an understanding of the needs of street homeless people.
2. Experience of formally assessing individual needs and options.
3. Experience of supporting people address their needs through case management and an understanding of the importance of involving clients fully as possible in that process.

Skills, Knowledge and Abilities

4. An understanding of the issues involved in reconnecting homeless people and the benefits and challenges of reconnection.
5. Knowledge of the welfare benefits and housing law relevant to single homeless people.
6. Knowledge of the range of drug and alcohol services appropriate to single homeless people.
7. An understanding of the needs and support requirements of vulnerable clients, including those with mental health and/or substance dependency problems.
8. 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
9. Ability to effectively 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.
10. Administrative skills including the ability to familiarise yourself with IT applications and basic computing skills

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

- Genuine interest in and commitment to St Mungo's work and client group.
- 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.

COMPETENCY	PRIMARY INDICATORS
Improving and Innovating	<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	<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	<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	<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.
Managing and Empowering (for managers only)	<input type="checkbox"/> Builds a high performing team <input type="checkbox"/> Provides staff with clear direction and support <input type="checkbox"/> Motivates, supports, enables and promotes the wellbeing of their team <input type="checkbox"/> Manages the operational aspects of their function efficiently <input type="checkbox"/> Implements plans, strategies and services effectively <input type="checkbox"/> Actively contributes to service growth