**JOB DESCRIPTION**

# Job Title: Day Centre - Hub Support Worker (Chichester service)

**Responsible to:** Chichester Services Manager / Chichester Team Leader

# Place of Work: Old Glassworks - Chichester

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| **Hours:** | 31.7 hours per week (Flexible Hours) – hours include some early mornings and weekends on Rota |
| **Pension:** | All eligible staff will be auto enrolled into a stakeholder pension scheme. |
| **Contract:** | 2 x Permanent / 1 FTC to March 2021 |
| **Annual Leave:** | 31 days (including bank holidays). |

**Purpose of Job Role:**

You will be working within Stonepillow’s homeless drop-in Day Centre that provides clients with access to a range of basic facilities including food, shower and laundry facilities as well as assistance with benefit claims, housing options, an onsite GP surgery and a needle exchange service.

Your role is to support homeless and vulnerable adults who may be experiencing a number of complexities including Mental Health and/or Substance misuse issues or who may be in some other way socially disadvantaged. The aim of the role is to support and signpost clients into services that will improve their housing, health and wellbeing while improving the client’s quality of life. This is achieved through the provision of individualised support, signposting and

group work. You will work proactively to build strong relationships centered around mutual trust and respect, striving to provide the best possible service levels at all times.

**Main duties & responsibilities**

1. Using a person-centred model and Trauma-Informed Care approach, work directly with those rough sleeping in Chichester in a positive, persistent, proactive and assertive way to secure meaningful engagement to bring about sustained outcomes for them, in order to relieve their homelessness and prevent cyclical rough sleeping or entrenchment.
2. Assist clients to use the facilities in a friendly and compassionate manner understanding their individual needs and ensuring we deliver functional services to them.
3. Take a proactive approach towards compassion and case management, working with the identified cohort and other agencies to design & deliver effective interventions that create sustained pathways out of homelessness and increase engagement with services.
4. To lead, co-ordinate and manage a caseload of between 10-15 (low – medium support) individuals who are rough sleeping using the following process:

* Produce an individual holistic assessment incorporating the views of the client and partners, including risk information, triggers and actions to be taken to minimise the potential impact of risk for the client and staff supporting the client.
* Produce an individual tailored support, action and personalised housing plans with the client and partners that addresses the areas of identified need.
* To work with clients and colleagues to create a Psychologically Informed Environment (PIE) that promotes health and wellbeing.
* Ensure that the voice of the client is heard in all aspects of the case management process and is articulated to all partners involved.
* Set up and regularly maintain detailed case files with properly documented correspondence and evidence of decision-making processes and statutory safeguarding actions.
* Lead and facilitate case reviews quarterly with client and all professionals linked to their support.
* Engage with the Rough Sleeper Initiative bi-monthly rough sleeper counts that contribute to intelligence in terms of known rough sleeping sites.
* To work in a flexible manner and tailor the service according to the agreed identified needs of the individuals in the cohort to achieve positive and sustainable success.

5) Facilitate supported reconnections for rough sleepers to the services and areas most appropriate for them. Utilising the Rough Sleeper Initiative teams across geographical area of Chichester District within Stonepillow and statutory services.

6) Refer people to specialist services, such as substance misuse, mental health, welfare rights, medical and legal services as appropriate. Identify and find solutions to barriers (i.e. in eligibility criteria or approach) which may have prevented those with multiple unmet needs, accessing support services and accommodation.

7) To ensure evidence-based practice is adhered to by monitoring and evaluating the support given in the project and service, including:

* Maintaining individual, up to date and accurate client data by inputting information onto Stonepillow’s ‘In-Form’ database system.
* Produce reports on service outcomes and provision for funders and in-house quarterly reviews.
* Collate and report on quantitative and qualitative data in line with MHCLG, Stonepillow and Chichester District Council needs.
* Risk assessments and goal setting within a strength-based model.

8) To keep well informed of changes and developments in relevant housing, homelessness legislation and benefits. To be engaged in professional development and personal development in the area of Housing and Homelessness.

1. Support the Hub in the day-to-day running by ensuring the environment is safe, secure and of a high standard of cleanliness. This will also include daily food preparation and organising with volunteers of the organisation.
2. To deliver or co-facilitate groups or workshops as well as greet and encourage clients to engage with external groups running in service.

**Compliance with Organisational policies and regulatory requirements**

* Abide by Stonepillow policies and procedures and regulatory requirements at all times and in particular:
  + Health and Safety
  + Adult and Child Safeguarding, Professional Boundaries, Duty of Care
  + Confidentiality, Information Sharing protocols and General Data Protection Regulations.
* Ensure all service policies and procedures are regularly reviewed and well embedded.
* Play an active part in the development and implementation of organisational wide policies and procedures.

**Equality and Diversity**

* Promote and embed a proactive approach to equality and diversity – by attitude, example and approach.
* Undertake equalities impact assessments and reviews.

**General**

* Maintain personal development and career aspirations including participation in 1;1 Sessions with your manager, appraisals, reflective practice, Intensive Case Management and training.
* Undertake any other duties as may be required from time to time commensurate with your status and capabilities.
* Maintain at all times the ethos, values and behaviours of Stonepillow

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

**Appointment to this position is subject to satisfactory enhanced disclosure via the Criminal Records Bureau**

**Appointment to this post is subject to a satisfactory enhanced disclosure via the Disclosure & Barring Service**

July 2020