



Supported Housing Worker - Referrals Co-ordinator

Job Description & Person Specification

Hours	35 hours, 5 days per week
Reports To	Supported Housing Manager
Place of Work	Lambeth, Wandsworth and Croydon
Salary	£26,634 with contributory pension

The Nehemiah Project provides professional and life changing support for men trapped in a spiral of addiction and crime. Our programmes address the root issues that cause men to turn to substance abuse, to help them to break free from addictive and criminal behaviour and to begin to rebuild their lives.

Nehemiah is entering a period of growth and will be opening a new house in the next few months, to transform more lives. This has created new posts based in new locations, and we need enthusiastic and dedicated individuals to join our Supported Housing Team in delivering our programme. The new team will recreate our ethos and atmosphere in the new houses, ensuring that the essence of Nehemiah is preserved and will achieve the same success as our original house.

We are looking for an individual who is passionate about seeing men transform their lives, with 4-5 years' experience in all three areas of our service delivery - referrals, programme delivery and move-on. Qualifications in the field of mental ill health would be an advantage.

Key Responsibilities

- **Referrals and occupancy**
- To be primarily responsible for occupancy of the properties. This will include marketing the programme to prospective agencies, facilitating entry into the programme and being involved in the selection and interview process. It will also include moving Residents through the houses to maximise full use of capacity
- To maintain a good relationship with referring organisations, where appropriate visiting and organising presentations, and to promote self-referrals
- To manage a database to monitor referrals and maintain active waiting lists
- To arrange with the Supported Housing Manager or colleagues to interview and assess the suitability of referrals (as per the Charity's Admission Procedure), to ensure that offers are made, referral agencies informed and feedback to unsuccessful applicants
- To arrange for new Residents to be met at the prison gates and where appropriate to make alternative arrangements to assist their arrival at Nehemiah
- To suggest and make improvements to the system to increase occupancy levels as approved by the Supported Housing Manager

Service Delivery

- To assist with Self Assessments and agree Support Plans with Residents and to record outcomes and review progress in achieving their goals
- Keywork Residents - work with men in assessing and identifying their support needs
- Deliver/Assist in the delivering of the therapeutic programme A New Future. This involves running sessions and working with colleagues, graduates and external specialists who contribute and take part, and from time to time may include groups for men in move-on
- Support men by signposting training and volunteering opportunities
- Support men in their job applications and arranging interview practice where appropriate
- Signpost men who are looking for independent accommodation and support them in move-on
- Record outcomes and review progress in achieving their goals
- Liaise with other specialist services
- Establish supportive relationships with Residents and handle problematic and difficult situations in an appropriate and sensitive manner
- Induct Residents to the Charity and the programme and to advise them of their rights and responsibilities at Nehemiah
- ensure that Residents are supported to achieve independent living through proactive support and linking in with relevant agencies
- To work with clients in assessing and identifying their support needs
- To contribute to creating a positive recovery environment
- To undertake on call duties and attend the Charity out of hours if necessary
- To contribute to the quality development of the service including implementing tasks within the Project Plans

Housing Management

- To support Residents as they apply for Housing Benefit. To ensure that all relevant benefit claims are in payment and promptly deal with any benefit relating issues
- To deal with breaches of occupancy agreements sensitively and efficiently, in accordance with warnings and appeal procedure
- Signpost Residents to relevant financial advice on benefits and debt management
- Ensure that all Housing Benefit claims are pursued and dealt with
- Be accessible and responsive to Residents' concerns and requests for information
- Support and advise Residents on matters relating to their Licence agreements
- Deal with breaches of the Licence Agreement sensitively and efficiently, in accordance with warnings and appeals procedure
- Actively promote Residents' involvement at all times
- Respond in a proactive manner to Resident and neighbour disputes
- Produce monitoring and reports as required
- Report repairs and maintenance according to Nehemiah's Repair and Maintenance Policy
- Oversee cleaning duties around the houses and grounds as a way of modelling life skills

Health and Safety

- To ensure that Residents have up to date information on Health and Safety, and to support them to manage their environment
- To be aware and comply with Health and Safety legislation and regulations in place

- To carry out regular Health and Safety inspections, to alert the appropriate people and take action yourself to remedy health and safety defects
- To undertake risk assessments for each Resident and to review them regularly (Resident Risk Profile, Resident Risk Assessment)
- To be aware of the Nehemiah buildings fire emergency plan and to be aware of staff responsibilities as stated in that plan

Administration

- To keep accurate records, including the logbooks, service user files, monitoring information etc
- To provide written reports and information as requested
- To ensure clear and concise records of all key working sessions
- To be aware of and adhere to all relevant financial procedures

General responsibilities

- maintain Nehemiah's Professional Boundaries policy at all times
- observe Nehemiah's Code of Conduct for Employees
- ensure that The Nehemiah Project Equality Policy and Procedures are actively promoted in all areas of work, and that services are accessible to all individuals
- attend supervision, training and meetings as and when required
- work proactively as part of a team
- work at other locations as and when required
- During the employment you will well and faithfully serve the Charity and will devote the whole of your attention and skills to your duties during such hours as you are required to work

This job description provides an indication of the roles and responsibilities for the post of Supported Housing Worker, but should not be construed as an exclusive list of the duties that the post holder may be asked to undertake

Closing Date: 6th January 2019 12.00 midnight

Interview Date: 15th January 2019 time tba

We are willing to interview some applicants before the closing date but no decisions to appoint will be taken until 15th January

For more information contact Adrienne Sissuh

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020 8773 7412

Please send your completed application form to Tracey.Thomas@tnp.org.uk

PERSON SPECIFICATION		
	Essential	Desirable
Qualifications		
NVQ3 in Health & Social Care or similar	√	
Mental health qualification – counselling or similar		√
Experience of		
Two years' experience of working with men with mental health recovering from addiction with a history of being in the criminal justice system to achieve independent living	√	
Developing, maintaining and sustaining strong relationships with partner organisations	√	
Pro-social modelling and seeing successful change with individuals and groups	√	
Working to an equal opportunities policy and implementing this in practice	√	
Knowledge		
Understanding of the challenges faced in working with vulnerable men and particularly those leaving prison	√	
Statutory and voluntary systems, agencies and resources available to vulnerable people	√	
Understanding of models and approaches with sound evidence base that are most likely to encourage behaviour change		√
Safeguarding Vulnerable Adults		√
Health and Safety practice		√
Skills – the ability to		
Demonstrate excellent Communication skills	√	
Proficient in Microsoft Office, specifically Word, Excel and PowerPoint; Input and maintain database records	√	
Run process and educational groups and ensure that a healthy balance is maintained between the educational sessions and the process groups	√	
Demonstrate a professional attitude at all times	√	
Maintain good written records of work and evidence outcomes achieved with Residents	√	
Work as part of a team	√	
Be approachable and accessible to Residents	√	
Work to deadlines	√	
Recognise and manage your own stress, and to be willing to seek support		√