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| **Job Description** | |
| **Post title** | NSAP Complex Needs Worker |
| **JE Reference No** | N10761 |
| **Grade** | 9 |
| **Service** | Regeneration, Economy & Growth |
| **Service Area** | Development & Housing – Housing Solutions |
| **Reporting to** | Housing Manager – Special Projects |
| **Location** | Your normal place of work will be Seaham or Crook CAP, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is** subject to a DBS enhanced disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The post holder will be responsible for providing a comprehensive, pro-active and intensive trauma informed care intervention packages to individuals and families who have multiple and complex needs and are rough sleepers or at risk of rough sleeping. The aim of the role is to suitable accommodation within NSAP funded projects and support clients to be able to live independently.

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| **Duties and responsibilities** |

* To work effectively with colleagues within the Housing Service, in other divisions of the Council and external agencies, taking the lead on developing and delivering support plans for complex needs rough sleepers.
* Ensure a clear housing pathway is identified for each client, utilising NSAP accommodation, as well as other supported and general needs housing as applicable.
* To provide support packages to each client based on need, using trauma informed care strategies.
* To carry out statutory homeless investigations are carried out in line with current legislation and the Homeless Reduction Act Code of Guidance and internal policies and procedures.
* Work closely with clients to ensure their understanding of the team’s intensive trauma informed care approach of providing intensive, structured support from the team, partner agencies and specialist services. Deliver targeted interventions, toolkits and evidenced based programmes and co-ordinate plans for both clients and multiagency teams.
* Support clients to help tackle barriers to employment, education or, training.
* Work closely with individuals and families to develop a support plan and ensure their understanding that; they must accept responsibility for their own actions; they must engage fully with the team and other agencies and they realise the consequences of not engaging in the process.
* To safeguard adults and children in line with Durham County Council policies and procedures.
* Ensuring maintenance of appropriate records and documentation relating to the work of the team as required by Government, external agencies and for the purpose of internal monitoring by the Council, including any local performance indicators.
* To ensure effective consultation with service users and other agencies on all aspects of the service, ensuring their involvement in the reviewing and improvement of the service.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety Policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal change to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information during the course of their work and follow the council’s policies and procedures in relation to data protection and security of information.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * NVQ Level 4 or equivalent in a housing or support related field. | * A relevant degree * Evidence of further professional development * Qualified Member of the Chartered Institute of Housing |
| Experience | * Experience of delivering planned trauma informed care packages * Experience of rough sleeper work * Experience of multi-agency working * Experience of working in a similarly challenging role * Experience of carrying out risk and needs assessments of service users and develop and implement effective support plans * Experience supporting clients with substance misuse and mental health issues   . | * Supporting individuals into education, training and employment |
| Skills & Knowledge | * Proven verbal and written communication skills * Ability to effectively plan and manage a high-volume workload * Ability to use computerised systems to manage data to aid decision making * Well-developed specialist knowledge relevant to working with individuals and families with multiple and complex needs * A good knowledge of safeguarding policies and procedures for children and adults * Negotiation and mediation skills * Excellent motivational skills * Effective interpersonal skills including ability to work effectively as part of a team and in partnership with wide range of external agencies * Problem solving skills and innovative - ability to find creative solutions & to implement change | * Knowledge of Welfare Reform |
| Personal Qualities | * Outcome and achievement focussed * A caring approach and a desire to achieve a high quality of life for customers * May be required to work outside of normal office hours. * Access to a car or means of mobility support (if driving then must have a current valid driving licence and appropriate insurance). * Flexible and willing to work outside normal working hours when required. |  |