

Role profile

Job title	Homeless Prevention & Response Worker
Department	Petrus Hub (in partnership with RMBC)
Reports to	Petrus Hub Service Manager
Job level	4
Review date	May 2021

1 Role purpose

A summary of the core purpose and overarching responsibility of the role.

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| 1.1 | To provide crisis intervention and a range of holistic support service's and interventions to vulnerable adults experiencing homelessness. To work in a holistic way with a focus on preventing homelessness and improving the health and wellbeing of adults with multiple and complex needs. You will work in conjunction with the RBH Homelessness assessment outreach team to input into and develop Personalised Housing Plans (PHPs) for individuals experiencing homelessness and provide ongoing support to sustain positive outcomes. |
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2 Key responsibilities of the role

A non-exhaustive list of the key role responsibilities and duties to be carried out by the post holder.

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| 2.1 | To provide and coordinate daily support and structured activities that contribute to the holistic support as documented in an individuals PHP and in line with the Homelessness Reduction Act 2018. |
| 2.2 | To contribute to the completion of and ongoing documentation of an individuals PHP following assessment from the RBH homelessness assessment team. |

2.3	To identify support needs and empower individuals with complex needs to access appropriate services (including DAAT, Mental health and counselling).
2.4	To identify and reduce any barriers to accessing relevant support.
2.5	To provide advice and support to individuals faced with or experiencing homelessness specific to their needs.
2.6	To plan and facilitate a range of activities and brief interventions that contribute towards the prevention of homelessness.
2.7	To manage service user journey travelled with effective monitoring and data/outcomes collection in line with data return schedules.
2.8	To support rough sleepers and those new to homelessness to engage in appropriate support.
2.9	To work with people with multiple and complex needs to improve their personal health and wellbeing.
2.10	To support the development of service user engagement and volunteering including peer led and mentoring support.
2.11	To enable those with complex needs to undertake and improve their basic skills including, confidence, IT, Reading and Writing.
2.12	To effectively engage with local partners and support providers to offer appropriate support
2.13	To record and share quarterly monitoring data to support the programs impact
2.14	To work alongside key external staff to ensure a multi- agency approach to preventing homelessness
2.15	To attend relevant meetings and forums that promote our service and its benefits
2.16	To develop an awareness of risk and associated policies to ensure that procedures are followed and risk is managed appropriately.

3 General responsibilities

A summary of universal responsibilities and requirements of all roles across The Regenda Group.

3.1	To understand and support The Regenda Group's commitment to regenerating places and creating opportunities for people and to actively contribute to achieving this vision within the job role.
3.2	To ensure compliance with the Group's Health and Safety policies.
3.3	To support and uphold the Group's internal customer service standards.

3.4	To undertake relevant Continuing Professional Development applicable to professional bodies relevant to the role and be prepared to undertake training as directed by the Group.
3.5	To attend meetings and events as may be required from time to time at other Group offices and external locations which may not be easily accessible by public transport.
3.6	The post holder may be directed by their line manager to carry out other duties and responsibilities in line with his / her post, grade, skills, knowledge and experience.

4 The Right Fit

A list of the desired skills, experience, knowledge and personal attributes to ensure individuals are 'the right fit' for the Company and the role.

4.1	Experience of working with individuals with multiple and complex needs.
4.2	An understanding of the barriers faced by those affected by homelessness and experiencing multiple and complex needs.
4.3	An understanding of the Homelessness Reduction Act 2018 in its approach to preventing homelessness.
4.4	Experience of delivering support that supports and empowers change.
4.5	Excellent communication skills including report writing, use of IT and professional representation of the organisation.
4.6	Ability to consult, identify and facilitate key activities to promote wellbeing.
4.7	Ability to demonstrate effective partner relationships and multi -agency working.
4.8	Ability to assess need and deliver effective support appropriate to need.
4.9	Willingness to promote the work of Petrus – including attending events and encouraging volunteer recruitment.
4.10	Experience of working as part of a team.
4.11	Skill and experience in signposting service users to appropriate services.
4.12	A positive, 'can do' attitude.

5 Our values

The post holder must be able to demonstrate our values in the workplace.

5.1	Customer centric
5.2	High performance
5.3	Efficiency and value for money

5.4	One team
5.5	Ambition and dynamism
5.6	Openness and honesty
5.7	Communication