

# Job Pack / Specialist Support Worker Justlife Manchester

## Overview – Justlife

Justlife works with people who are close to the streets, living in unsupported temporary accommodation (UTA). Justlife exists because we know that every time we don't act another person living in unsupported temporary accommodation suffers. They suffer with deteriorating mental and physical health, become victims of crime, lose control of their life, drop off the bottom rung of the housing ladder or die prematurely. Our vision is clear and simple: to make people's experience of housing vulnerability as short, safe and healthy as possible.

Justlife works in Manchester providing re-housing advice, benefits advice and one-to-one key work support to empower vulnerable adults housed in UTA to move towards more secure housing, independent living and improved health and wellbeing. We run a similar project in Brighton alongside a Hospital Discharge Project which, in partnership with the specialist homeless GP service Arch Healthcare, provides support to homeless people discharged from hospital into UTA.

**Justlife** have recently completed research mapping out the number of UTAs across Greater Manchester. Tenants were found to have low levels of wellbeing, were isolated, faced accommodation issues (poor food, no heating or hot water, limited access to kitchens, and feeling their accommodation was chaotic), experienced deteriorating mental or physical health and felt that they were limited in the support they could access.

Now that we know WHERE individuals are, in the coming year we intend to roll out a new '**mobile**' model of operating - taking our work OUT to reach beneficiaries where they are, enabling more residents to find out about and access the support Justlife provides.

## A) Job Summary – Specialist Support Worker

The role of Specialist Support Worker involves playing an active part in the Specialist Support Team by taking part in regular outreach visits to UTA's across Greater Manchester and supporting a caseload of clients that are experiencing varying stages of housing vulnerability. The role requires the use of specialist knowledge and relationship skills to support clients with varying degrees of mental health, addiction and trauma related issues to engage with health services and to access suitable housing solutions. The Specialist Support Worker is also expected to develop good working relationships with UTA Landlords and Managers recognising the important role that they play in ensuring that their tenant's experience of UTA's is as positive as possible.

This will include advocacy in registering them for medical services and accompanying them to appointments; assisting them in addressing all aspects of physical and mental health and addiction needs, as well as advocating for them to get access to suitable housing and social security benefits. The role is dependent on excellent communication and joint working with colleagues and a variety of partners and professionals.

The role requires a high degree of motivation in addition to creativity and flexibility to support complex and vulnerable people. With a passion to work collaboratively with others for the good of our clients, and with some experience of working in a related field in a voluntary or paid capacity.

A high degree of emotional intelligence is required to support clients, many of whom have complex emotional needs, with backgrounds of trauma, neglect, abuse, crime and low self-worth. In a role of this nature you will experience a range of emotions from joy to grief and as such it requires a high degree of resilience to cope with the emotional demands of the role.

Making decisions in the moment to do the right thing to mitigate risk with clients can place high emotional demands on the job holder. At times the role can be reactive and unpredictable. The role requires a high degree of self-awareness to one's own resilience levels and exercising appropriate levels of self-care. The role sits within a highly supportive team with all staff in receipt of regular line management, external clinical supervision and professional training. With reflective practice actively encouraged in weekly team meetings.

## **B) Job Description**

### **Service Delivery**

1. Using frontline practical and procedural knowledge of working with people with complex needs to support them to engage with health care, benefits and housing services during their housing vulnerability. This could include, but is not limited to;
  - a) Supporting the delivery of Outreach and In-reach to UTA's across Greater Manchester.
  - b) Assisting people in addressing housing, financial, health or wellbeing needs through the support pathway, including the use of the Outcome Star and Action Plan monitoring tool.
  - c) Accompanying people to appointments.
  - d) Liaising with Landlords and property Managers.
  - e) Connecting people with appropriate support services such as substance misuse services or food banks.
  - f) Collaborating with agencies such as the local authority, housing providers and support services.
  - g) Advocating on behalf of the client to access medical care, housing and benefits.
  - h) Maintaining regular contact, a listening ear and emotional support during times of crisis.
  - i) Helping increase their self-confidence and self-efficacy to improve their chances of moving on from their housing vulnerability.
  - j) Manage own calendar to deliver a caseload during periods of work-related pressure, including actively pursuing the project outcomes set for the project and individual clients.
  - k) Use interpersonal and communication skills to provide support to clients and collaborate with others including colleagues, partner agencies, health care professionals and external agencies through joint working.
  - l) Take duty of care seriously by assessing the client's social and environmental conditions, drawing out and passing on relevant information to and from relevant professionals, ensuring client confidentiality is maintained.
  - m) Use of excellent writing skills to prepare and submit housing applications along with a good working knowledge of housing legislation in order to advocate on behalf of people.
  - n) Brief and liaise with other members of the team and external agencies regarding clients, enabling them to effectively carry out their roles.
  - o) Ensure accurate and up to date client data and case notes are recorded within our Inform database within the standards set by the organisation.
  - p) Carry out light physical tasks, such as travelling to visit people on outreach, shopping, organising deliveries or lifting office equipment.

## Service Development

1. Collaborate with the entire Specialist Support team to ensure support requirements are in place for all registered clients.
2. Contribute to initiatives that seek to influence service improvements, implement changes and develop new interventions and support for clients.
3. Provide data, reports and case studies when requested.
4. To be part of and contribute to the Justlife staff team, attending meetings as appropriate and to be involved in appropriate staff development, training, supervision and reflective practice as well as continuing professional development and training events where appropriate and be committed to team events.

## Research

1. Supporting the wider Justlife vision to feed into research and help develop the service including the involvement of clients in design and delivery of the service.

*This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of Justlife. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework, and in performing other duties commensurate with these responsibilities, the band of the post and skills and qualification of the post-holder.*

## C) Person Specification – Experience, knowledge and personal attributes

### Essential

- Experience of working with vulnerable adults (those experiencing homelessness or housing vulnerability, or a comparable service user group).
- Experience of working with drug and alcohol dependent adults.
- Experience of working with clients with mental health needs.
- Experience of service delivery for clients with complex needs.
- Care, empathy and skilled in dealing with emotionally vulnerable people.
- Excellent ability to engage with people in an empowering manner.
- Experience of using databases and recording case notes.
- Experience of using a referral pathway.
- Effective communication; written and oral skills.
- Effective advocacy; written and oral skills.
- Effective administrative and IT skills including Microsoft Word, Excel, database usage and E-mail.
- Excellent organisational skills.
- Demonstrate knowledge of assessment, support planning and interventions that help people experiencing homelessness or housing vulnerability to become and stay healthy.
- Demonstrate knowledge of the challenges and solutions to working with a client group who may be experiencing one or more of the following; poor health (physical and mental), substance misuse and homelessness.
- Need to be enthusiastic, reliable, energetic, positive, flexible, creative and non-judgemental. An ability to multi-task and adapt to changing situations is an essential requirement.

- Commitment to equal opportunities in our service delivery.
- High self-awareness and the ability to maintain personal well-being through periods of pressure and stress.
- Ability to be self-motivated and work well in a team or independently.
- An understanding of health and safety policies and procedures that aim to keep staff and clients safe.
- Driver, including access to a vehicle.
- Commitment to the values of Justlife;
  - Collaboration before competition
  - People before programmes
  - Innovation before institution

## Desirable

- Experience of using the Outcome Star and Action Plan tool.
- Health or social care training to (Level 2) or other sector relevant training such as Trauma Informed Care, Motivational Interviewing, Mentoring or Brief Intervention training.

### **Employment Terms and Conditions**

Job Title:	Specialist Support Worker
Hours:	37.5 hrs per week (full time or part time considered)
Contract Type/Term:	6 Month Contract (however other funding is being sort to extend this)
Normal hrs to be worked:	Monday – Friday, 9am to 5pm
Location:	Manchester
Salary:	£23,868 PA - FTE

- 1) Annual leave entitlement is 27 days plus bank holidays.
- 2) This role requires an enhanced Disclosure and Barring Service (DBS) check and a barred list check.
- 3) Relevant training opportunities, monthly supervision from line manager and external supervision provided.
- 4) Further employment conditions are detailed in the employment contract, which is available to view upon request.

**Closing date for applications: 5pm, Friday 11<sup>th</sup> September**

**Interview dates week commencing: 21<sup>st</sup> September (tbc)**

Please send applications by email to Andy Morris at [recruitment@justlife.org.uk](mailto:recruitment@justlife.org.uk)

#### **Please note:**

*You will receive an automated acknowledgement of receipt of your application via email when submitted.*

*Shortlisting will take place w/c **14<sup>th</sup> September**. If you do not hear from us by **5pm on Friday 18<sup>th</sup> September** please assume your application has been unsuccessful on this occasion. **As Justlife is a small organisation we are unable to provide feedback on unsuccessful shortlisting.***

*Justlife is an equal opportunities employer and considers all applications received.*