



**Role Profile**

**SCFT Housing Worker**

**Second Step**

**9 Brunswick Square**

**Bristol BS2 8PE**

**[June 2022]**

## 1. Job description

The job description does not describe a comprehensive list of duties, rather a broader range of accountabilities and performance indicators. The role profile is subject to review and change.

### 1.1 Job purpose

This role will lead the partnership arrangement to identify and support access to housing where needed, to support clients to thrive in their communities and neighbourhoods with volunteering, education and employment opportunities as well as embedding equalities throughout the service.

With the right support, care and a multi system approach the overall aim of the service will be to reduce the length of stay in secure settings by enabling a safe return for clients into the community to achieve positive outcomes.

Using a 'test and learn' approach and by encouraging positive risk taking, this role will further develop new housing pathways for those leaving secure hospital, increasing the options available and creating choice within the system

### Job Context

The Specialised Community Forensic Team (SCFT) has been created following a successful pilot, the service has been developed to support people out of secure in- patient units back into the community. Following a successful pilot bid, Avon Wiltshire Mental Health Partnership NHS Trust (AWP) has combined with Second Step (SS) to develop a valued new partnership. This partnership will combine the clinical expertise of AWP with the social, community, and recovery focus work of Second Step.

AWP have developed a comprehensive community based clinical team to support safe and sustainable discharges of clients with a forensic background. Second Step will underpin this with a clear focus on individual recovery, community involvement, equality and diversity. Our clients will have a combination of mental health difficulties and offending background. The service will cover Bristol, North Somerset and South Gloucestershire (BNSSG). There is potential for the service expand to neighbouring counties, and we will be looking at developing the infrastructure and connections with housing providers across new areas. This will affect the geographical remit of the service and therefore this post.

Second Step provides good quality housing and support services to people with mental health and other related support needs.

The aim is to deliver recovery and wellbeing opportunities for people with mental health and other support needs to achieve their hopes and ambitions.

The objective for the organisation is to ensure a robust, well-managed, creative, high-profile organisation that is well resourced and values and promotes participation from service users, staff and Board members

## **1.2 Organisation**

Second Step is a leading mental health charity in the Southwest offering housing, support and hope to thousands of people with mental health and other problems. Our goal is to inspire hope and deliver change for everybody and every community we work with.

### **Team Structure**

Immediate Supervisor: SCFT Team Manager

Colleagues/Peers: SCFT Recovery Navigators and AWP SCFT clinicians.

Direct Reports: N/A

## **1.3 Job accountabilities**

- Carry out role adhering to Second Step's policies, procedures and code of conduct, current legislation and with a Recovery orientated approach.
- Ensure good communication and liaison between all members of the SCFT and meet regularly with relevant Managers and Senior clinical staff to ensure effective joint working.
- Promote service user involvement, create choice about housing within the system and ensure a Psychologically, Adversity and Trauma (PAT) Informed approach within SCFT.
- Contribute to the development and implementation of policies and procedures in accordance with legislation and recognised best practice, and advise colleagues on the implications of any legislative or other changes
- Working in partnership with AWP to achieve contractual performance and demonstrate this by having in place robust recording and reporting systems and development / improvement plans in relation to Housing Pathways
- Support as appropriate, the development and implementation of policies and procedures in line with legislation and recognised best practice for the service
- Ensure appropriate access and support to housing by drawing on existing resources and expertise at Second Step and in partnership with AWP. Support the risk assessment process and Care Programme Approach (CPA) planning to ensure that moves are positively planned and managed.
- To develop a range of community-based accommodation options for those with forensic needs
- To work closely with other support and accommodation providers to increase the provision of accommodation to those with forensic histories.

- To engage in support planning and advocacy with colleagues in SCFT to ensure tenancy sustainment and successful reintegration in the community.
- To establish good working relationships with clients in order to support them and identify individual needs in relation with their accommodation.
- To establish good working relationships with accommodation providers and housing teams in order to support them and identify individual needs in relation with their accommodation.

## **1.4 Performance measures and critical success factors**

- Ensuring service users understand their tenancy responsibilities and that accommodation is sustained.
- Ensuring that the organisation is well informed on all aspects of housing provision in line with legislation and good practice.
- Contribution to the monitoring, evaluation, and development of the service, with particular focus on creating new housing options for those leaving in-patient care.

## 2. People profile

### 2.1 Person specification

	Essential	Desirable
<b>Skills</b>	<ul style="list-style-type: none"> <li>Numeracy and literacy to GCSE level/NVQ 2 or equivalent</li> <li>Can work in a multi-disciplinary team and has the ability to share housing-specific expertise and knowledge.</li> <li>Skilled in liaising with RSL's and other accommodation providers with the ability to procure properties and support in the management of supported accommodation.</li> <li>Be able to communicate effectively at all levels</li> <li>Ability to review existing processes and contribute to system change.</li> </ul>	<p>A Housing qualification or equivalent</p> <p>Proven income maximisation experience</p> <p>Knowledge of using the NHS Rio system</p>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Knowledge of support needs of people with complex needs, homelessness, mental health, or drug/alcohol dependency.</li> <li>Proven knowledge of Equality, Diversity and Inclusion barriers faced by our clients</li> <li>Extensive knowledge of the stigma</li> </ul>	<p>Professional links and an understanding of the wider supported accommodation sector and homelessness Pathways in Bristol.</p> <p>Knowledge of health and safety issues, especially those relevant to mental health and housing</p>

	and challenges faced by those with forensic histories and how this relates to supported accommodation	Knowledge of legal framework and legal procedures in relation to forensic settings.
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Proven experience in a client facing role.</li> <li>• Experience of benefits system and making a claim</li> <li>• Experienced in managing a case load</li> <li>• Proven experience of working within tenancy sustainment and supporting people to live independently.</li> <li>• Experience in navigating multiple systems and influencing change.</li> </ul>	<p>Experience in a housing, criminal justice or support related setting</p> <p>Experience of client participation and coproduction in service delivery</p>
<b>Values</b>	<ul style="list-style-type: none"> <li>• Commitment to equal opportunities, diversity, and inclusion at work</li> <li>• Commitment to working in a psychological, adversity and trauma informed way.</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• A current, full driving licence and access to appropriate motorised vehicular transport (such as a car, moped or motorbike).</li> </ul>	

### 3. Competencies

Competency	Entry Level	Desired Level	Exceptional Level
<p>Achieving Results</p> <p>Relevance to Recovery: Services reduce barriers, support service users to find their own solutions and to achieve positive outcomes.</p>	<p>Plans own work and meets agreed goals within the time available Can problem solve alone but knows when to involve others.</p> <p>Able to use more than one approach when solving problems.</p> <p>Works hard and stays focussed on priorities, increases effort without guidance</p>	<p>Prioritises key tasks and manages own workload, considering the impact of own work priorities on those of others.</p> <p>Able to use a range of approaches to analyse and manage problems and performance issues.</p> <p>Sets appropriate targets for self and others, will “go the extra mile” to deliver work on time and within budget</p>	<p>Adjusts own work priorities to take other’s priorities into account and involves other people to achieve goals.</p> <p>Carries out complex analysis of problems, develops innovative approaches to problems and takes calculated risks.</p> <p>Sets appropriate long-term objectives that improve the service and the performance of the organisation.</p>
Competency	Entry Level	Desired Level	Exceptional Level
<p>Customer Care</p> <p>Relevance to Recovery: Everything we do and how we do it carries the message that recovery is possible for everyone using our services.</p>	<p>Is aware of Equal opportunities issues and how discrimination can affect service users and other customers.</p> <p>Works to establish good</p>	<p>Ensures that their service/team does not discriminate against people on the grounds of age, gender, race, ethnicity, faith, sexual orientation, or ability</p>	<p>Develops feedback and evaluation systems that improve services.</p> <p>Contributes to a culture which</p>



<p>Customers include: Service users Carers Members of the public External agencies Funders Any other interested parties</p>	<p>relationships with service users, visitors, and other customers.</p> <p>Understands Second Step's code of conduct and values and makes sure that their working relationships reflect these.</p>	<p>Works hard and invests time getting to know and developing good working relationships with service users and other customers.</p> <p>Knows who their key customers are and can change own style to suit different customer's needs.</p>	<p>is customer focussed and where the customer comes first, including responding to both internal and external customers</p>
<b>Competency</b>	<b>Entry Level</b>	<b>Desired Level</b>	<b>Exceptional Level</b>
<p>Effective Communication</p> <p>Relevance to Recovery: How we talk to people, our non verbal communication, how we record our work, all give a positive message of hope and recovery.</p>	<p>Understands the information required by their peers and reports and is skilled and confident at communicating with, and listening to, others.</p> <p>Designs and writes well structured, clear, and relevant documents, letters, and reports.</p> <p>Communicates with others in a form and manner that considers their background, culture, and level of understanding.</p>	<p>Plans and manages all communications and ensures they are clear, effective and have maximum impact.</p> <p>Is a sensitive communicator, able to diffuse difficult situations by careful handling of communications.</p> <p>Designs and creates effective presentations and reports and is skilled and confident in presenting to audiences.</p>	<p>Has highly developed presentation abilities and is effective at promoting the key messages and objectives of organisation.</p> <p>Plans communication around the needs/objectives of the audience.</p> <p>Distils key messages or key conclusions from complex situations</p>
<b>Competency</b>	<b>Entry Level</b>	<b>Desired Level</b>	<b>Exceptional Level</b>

<p>Partnership and Teamwork</p> <p>Relevance to Recovery: All team work and partnerships should centre on the support requested by an individual and work collaboratively to achieve this. Every service user should have full knowledge of who is involved in their support.</p>	<p>Is considerate to the needs of others at work and openly shares information with them.</p> <p>Participates willingly in the team and does their share of work.</p> <p>Makes an effort to build good working relationships with peers, their team, and external agencies.</p>	<p>Develops and maintains effective working relationships, understands, and contributes to the collective responsibility for achieving results.</p> <p>Helps team decision making by their own contribution and supporting others to contribute.</p> <p>Makes a positive contribution to wider team processes such as problem solving or implementing change.</p>	<p>Always tries to understand the needs and priorities of colleagues and reports, builds relationships based on cooperation, respect, and trust.</p> <p>Facilitates in their team a culture of openness, cooperation, trust, and responsibility.</p> <p>Shares power within the organisation and across networks and develops constructive relationships with SMT and other stakeholders, to enable their true involvement in decision making.</p>
<b>Competency</b>	<b>Entry Level</b>	<b>Desired Level</b>	<b>Exceptional Level</b>
<p>Personal and Professional Development</p> <p>Relevance to Recovery: Being open to learning about ourselves and from others, being committed to continual learning and development,</p>	<p>Is aware of their own feelings and can manage their emotions when faced with difficult situations. Stays calm in a crisis and supports others to stay calm</p>	<p>Understands the nature and causes of their emotional reactions to particular situations and actively manages own emotions and reactions when necessary</p>	<p>Knows their strengths, and limitations, and understands how they impact on others in a range of situations, including when providing leadership that makes a difference to their team</p>

assists us to support individuals in their recovery.	Uses supervision effectively and is keen to learn, takes responsibility for their own development by actively taking part in learning opportunities	<p>Is sensitive to the needs of others in difficult or pressured situations.</p> <p>Actively participates in supervision, reflects on supervisor's feedback, and applies this learning to future work.</p>	<p>Recognises others' anxieties and problems and facilitates them to find ways of dealing constructively with these.</p> <p>Uses reflection on their work in supervision to maintain and improve their work. Maintains their own personal and professional development by using both formal and informal learning opportunities, independent of/in addition to, their supervisor's suggestions.</p>
<b>Competency</b>	<b>Entry Level</b>	<b>Desired Level</b>	<b>Exceptional Level</b>
<p>Service Area Expertise</p> <p>Relevance to Recovery: Services support individuals to find ways of understanding and meeting their own needs.</p>	<p>Understands routine work-related tasks. Follows correct procedures in carrying out tasks.</p> <p>Works within Equal Opportunities Policy.</p>	<p>Understands the specialist and/or professional requirements of the job and applies this in their day-to-day work.</p> <p>Has an up-to-date knowledge of the full requirements of the job and is willing and able to learn new skills as necessary.</p>	<p>Has a comprehensive understanding of the specialist and/or professional requirements of the job and applies this in all areas of their work.</p> <p>Acts as a reference point within own service/team.</p>

		Applies Equal Opportunities principles to practice within own service/team.	Ensures the service/team respects diversity in all aspects of service delivery
<b>Competency</b>	<b>Entry Level</b>	<b>Desired Level</b>	<b>Exceptional Level</b>
Recovery Orientated Practice	Is interested in and shows a commitment to learning about recovery within the organisational context	Understands how recovery applies to the work of the organisation	Can apply recovery principles and values to own work area.  Actively promotes recovery with colleagues and the wider organisation
<b>Competency</b>	<b>Entry Level</b>	<b>Desired Level</b>	<b>Exceptional Level</b>
Strategic Thinking and Analytical Reasoning	Is able to adapt to new environments and work in different environments.  Prepared to contribute ideas when asked. Willing to try out new ways of working.	Is adaptable to new ways of working and is willing to accept new challenges.  Contributes ideas for change and improvements in a positive and constructive way.  Is flexible when changes are required, even at short notice.	Effectively implements changes in policy and procedure with guidance.  Understands that the working environment is one of constant change and can explain and promote the benefits of change.  Involves others when changes are required so they have a sense of ownership
<b>Competency</b>	<b>Entry Level</b>	<b>Desired Level</b>	<b>Exceptional Level</b>
Working with Change  Relevance to Recovery:	Understands financial measures of performance as they apply to their	Uses financial measures to undertake analysis of department highlighting	Applies the results of financial analysis (e.g., benchmarking) to improve performance in

Staff and systems are flexible and respond to customer's changing needs	<p>department.</p> <p>Is familiar with products and services in own area.</p> <p>Strives to provide value for money in every transaction.</p>	<p>good and poor performance.</p> <p>Has knowledge of other provider organisations, what they do and what services they offer.</p> <p>Understands, profitability, cash flow and key principles of cost benefit analysis.</p>	<p>own work area.</p> <p>Knows where department's strengths and opportunities lie and seeks to exploit them.</p> <p>Effectively manages own budget, monitoring and controlling the use of resources.</p>
<b>Competency</b>	<b>Entry Level</b>	<b>Desired Level</b>	<b>Exceptional Level</b>
Finance and Business Awareness	<p>Always follows the organisation's policies and procedures.</p> <p>Knows where to find out about policies and/or procedures and asks for guidance if they are not clear.</p>	<p>Understands how, and can explain why, policies and procedures are applied for the benefit of staff and service users.</p> <p>Identifies areas where improvements to policy, procedure or practice can be made.</p> <p>Identifies when changes to practice impact on policies and procedures.</p>	<p>Actively pursues improvements to procedures which produce benefits to all parties.</p> <p>Challenges policies and procedures which have a negative impact on service delivery.</p> <p>Uses judgement to reach decisions on situations not fully covered by policies or procedures</p>