



## **JOB DESCRIPTION**

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| <b>Job Title:</b>       | Assessment & Reconnection Worker                        |
| <b>Directorate:</b>     | Various   |
| <b>Location:</b>        | Various   |
| <b>Reporting to:</b>    | Assessment Hub Manager or Deputy Assessment Hub Manager |
| <b>Responsible for:</b> | N/A   |

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### **PURPOSE OF THE JOB**

To deliver, in conjunction with other members of the team, the Assessment and Reconnection Service: Carrying out comprehensive assessments for those at risk of (or new to) rough sleeping; facilitating the rapid reconnection of those at risk (or new to) rough sleeping to supported networks in their home area or where they have a proven link. Providing clients with personalised case management support to help them be reconnected, turning assessments into a practical action plan which fully involves the client. Ensuring throughout that work done is properly recorded and as appropriate is entered clearly onto CHAIN and other data bases.

### **KEY RESPONSIBILITIES**

- To be responsible to the Assessment Hub Manager for the day-to-day delivery of the Service
- Carry out comprehensive client assessments; offer support and advice around reconnection or accommodation offers and enter client and service offer details onto CHAIN and other data bases.
- Draw up effective action plans with clients and through case management offer support and advice around reconnection.
- To attend Team meetings and take part in Service policy and planning.
- To participate in an Assessment Hub 7 days a week 24 hour staff rota.
- To participate in team meetings, team review days and other meetings as agreed with the Manager.
- To keep abreast of current housing legislation, welfare benefit legislations and other matters relevant to successful support and move on of clients.

- To attend working parties, ad hoc and in house training sessions, as requested. Willingness and ability to work shifts including evenings, weekends and waking night shifts on a rota basis)
- To work closely with relevant Local authorities and Partners to identify and assess clients for the service- ensuring rough sleeping is prevented.

### **Client work**

- To respond and process in a timely and proactive fashion all referrals made to the Assessment Hub and ensure those accessing the project meet the criteria of the Assessment Hub.
- To work firmly and persuasively with individuals to explain the role of the service and the benefits of reconnection.
- To carry out comprehensive assessments with all referred new rough sleepers.
- To provide personalised case management for users who need to be reconnected, turning assessment recommendations into a practical action plan which fully involves the client
- To provide as appropriate client advocacy to home local authorities to support client reconnection.
- To support reconnection as necessary for example through arranging: travel arrangements; accommodation offers, family mediation; the initiation or reinstatement of care and support package.
- To ensure all case work is properly recorded and all service offers and outcomes are entered clearly and in a timely fashion onto CHAIN and other data bases.
- To actively collect follow up information with regards to the outcome of reconnections and report to the Manager any need/gaps in key areas that is acting as a barrier to successful reconnection.
- To provide advice to clients on their reconnection and accommodation options, as well as appropriate on health, welfare benefit claims and other issues as necessary.
- To liaison effectively with the Outreach Workers, Housing Support Workers, specialist workers, police and other agencies.
- To deal with the immediate support needs of the clients as appropriate.
- To assess client risk and develop risk management strategies with the client and other involved services.
- To ensure all service delivery policies and decisions made by the manager or team are observed and followed through.

## **Financial and Administrative duties**

- To keep accurate daily records of petty cash and other project monies.
- To keep accurate records and statistics on referrals, service outputs and outcomes etc.
- To maintain a high standard of record keeping in the office and keep all financial and administrative systems including client files in the office in an accurate and up-to-date manner in line with policy.
- To ensure that all written work both for internal and external use is of a high standard.
- To ensure the results of all assessments and all service offers are entered clearly and in a timely fashion onto CHAIN and other data bases.

## **Internal communication and liaison with outside agencies**

- To liaise effectively with colleagues in the Assessment Hub Team and external reconnection services to enable referral and communication of information to enable support planning and actions.
- To liaise and negotiate effectively on a day to day basis with outside agencies including the police, social services and other statutory and voluntary agencies.
- In consultation with the Manager to represent the Assessment Hub Services externally at forums, conferences and meetings as required.
- To build and maintain good working relationships with colleagues in partner outreach teams.

## **General**

- Adhere to St Mungo's Policies and Procedures at all times.
- Cover for other members of the team and division as necessary.
- Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- Attend and participate in divisional and team meetings and other meetings as required.

This job description covers the current range of duties and will be reviewed from time to time. It is St Mungo's aim to reach agreement on changes, but if agreement is not possible, St Mungo's reserves the right to change this job description.

# PERSON SPECIFICATION

## Assessment and Reconnection Worker

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Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or supporting statement to demonstrate your capabilities, in relation to the essential requirements in the person specification below. Where relevant use your answers to illustrate how your competences have helped you achieve positive results.

### ESSENTIAL REQUIREMENTS

#### 1-4 Experience, Skills, knowledge and abilities required for your application form:

1. Experience of dealing directly with the public and/or clients or customers in a busy work environment.
2. An understanding of the issues faced by homeless or vulnerable people and the difficulties they experience in accessing services that are fully responsive to their needs; or personal experience of homelessness yourself.
3. Ability to empower individuals to make positive changes and support people to address their needs and realise their aspirations.
4. The appetite and capability to handle the pressure and responsibility of helping vulnerable people whilst remaining enthusiastic and motivated in a demanding and target-driven role.

**The below experience, skills, knowledge and abilities will be assessed at different stages of the recruitment process:**

5. Ability to build positive relationships with a wide range of people including clients, other staff, representatives of other agencies such as local authorities and statutory services, and the general public.
6. Ability to communicate key information firmly and persuasively both verbally and in writing.
7. Good administrative and IT skills and the ability to use electronic systems to input and retain accurate records.

**The following are required of all roles with St Mungo's. However, you do not need to address these in your application.**

- An understanding of and commitment to Diversity & Equality
- Willingness to work flexibly in response to changing organisational requirements.
- Willingness and ability to work shifts on a rota including evenings, weekends, waking nights, Bank holidays, including Christmas Eve/ Day and New Year's Eve/ Day

**In the selection testing/interview process, we will be assessing candidates against the following competencies:**

| <b>COMPETENCY</b>                                  | <b>PRIMARY INDICATORS</b>  |
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| <b>Improving and Innovating</b>                    | <ul style="list-style-type: none"> <li>• Is open to new ideas, improvement and change.</li> <li>• Handles situations and problems with innovation and creativity.</li> <li>• Shows commercial and financial awareness.</li> </ul>  |
| <b>Interacting and Influencing</b>                 | <ul style="list-style-type: none"> <li>• Takes responsibility and demonstrates values-driven leadership.</li> <li>• Shows self-awareness.</li> <li>• Works well with other people.</li> <li>• Collaborates and networks effectively internally and externally.</li> <li>• Shows sound communication and influencing skills.</li> </ul>   |
| <b>Understanding and Doing</b>                     | <ul style="list-style-type: none"> <li>• Able to find and analyse relevant written and numerical information and use it to make sound judgements.</li> <li>• Able to think strategically.</li> <li>• Demonstrates the necessary technical skills and aptitudes at the level that are required for the role.</li> <li>• Has good writing skills at the level required for the job.</li> <li>• Plans, organises and manages time well.</li> <li>• Demonstrates compliance and accountability.</li> </ul> |
| <b>Involving and Including</b>                     | <ul style="list-style-type: none"> <li>• Builds client/stakeholder involvement into all activities.</li> <li>• Is client and customer focused.</li> <li>• Aware of own level of cultural competence and proactively seeks to develop.</li> <li>• Actively promotes equality, diversity and inclusion among colleagues and clients.</li> </ul>  |
| <b>Managing and Empowering (for managers only)</b> | <ul style="list-style-type: none"> <li>• Builds a high performing team.</li> <li>• Provides staff with clear direction and support.</li> <li>• Motivates, supports, enables and promotes the wellbeing of their team.</li> <li>• Manages the operational aspects of their function efficiently.</li> <li>• Implements plans, strategies and services effectively.</li> <li>• Actively contributes to service growth.</li> </ul>  |