Role Profile

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| **Role Title:** | Complex Needs Support Worker |
| **Department:** | Birmingham Complex Needs Service |
| **Role Purpose:** | To work with the most marginalized and disadvantaged rough sleeping customers who present with multiple and complex needs. This can include poor mental health, substance misuse issues, offending backgrounds, poor physical health and serial exclusion.  To provide a high quality housing related support service for all customers accessing the service.  To support customers to access services that will allow them to address their individual issues and enable them to maximize their independence.  To support customers move on into appropriate longer term accommodation. |
| **Reporting to:** | Team Leader |
| **Responsible for:** | N/A |
| **Disclosure level:** | Enhanced DBS |
| **Role Level:** | [Frontline Worker](B&S%20Framework%20Role%20Levels/1.%20Frontline%20Worker.docx) |

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| **Key Role Responsibilities** | **Main responsibilities**  To work closely with referring agencies to ensure that the service is allocated promptly to individuals being referred.  To carry out comprehensive risk and needs assessments and support plans that identify steps to enable the customer to be safely housed within the service.  To proactively engage with customers who have complex needs, ensuring the delivery of high quality support services, in accordance with existing guidelines.  To ensure that customers support plan includes achievable outcomes that are agreed with individual customers.  To work within a multi-agency approach to ensure there are positive pathways to other support services and that these adequately meet the needs of our customers.  To assist customers in mutually agreed areas of their financial management e.g. offering advice in relation to budgeting, payment of rent, maximising income.  To support the customers involvement in the review of service delivery and encouraging user involvement through a variety of avenues.  To advise and assist in developing a range of social and leisure activities as required by customers.  To promote individual independence and choice.  To encourage and support the use of ordinary community facilities and assist customers to access them.  To assist customers in obtaining appropriate move–on accommodation and to facilitate resettlement where this is required.  To report to the Team Leader any identified risks in relation to customers in accordance with existing procedures.  To be able to effectively deal with Safeguarding Concerns, complaints, and data protection.  Monitoring, Statistics and Files  To keep records of all work, ensuring accuracy and accessibility.  To ensure that customers have an access to their files, risk and needs and support plans.  To ensure that any concerns around Safeguarding and Whistleblowing are raised with management in timely manner.  To maintain accurate and full case files on customers worked with and be able to provide regular, accurate record on customers progress.  To ensure that reporting deadlines are met. Other responsibilities  To work as part of a 24 hour rota system.  To undertake and participate constructively in induction, regular supervision, staff meetings, Midland Heart’s Learning and Development process and relevant training.  To actively promote services within community.  General responsibilities  To be responsible for the health, safety and welfare of yourself and others at work.  Contribute to the training and development of other staff.  Adhere to requirements itemised in Midland Heart Code of Conduct. Promote and uphold Midland Heart’s policy and ethos on equal  opportunities.  To maintain confidentiality in line with Midland Heart’s policy in relation to customers, staff and business sensitive information.  This job description is a summary of the main responsibilities of the post and duties may change and vary from time to time. Staff will be consulted on any major changes to the job description. |

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| **Education, Qualifications and Training** | Educated to Secondary education  Good written and verbal communication skills.  Have good IT and keyboard skills and the ability to use Microsoft office.  Have good numeracy skills. |
| **Knowledge and Experience** | Experience of working with customers who present with multiple and complex needs  An understanding of the causes of homelessness and how these could be addressed.  An insight into managing challenging situations, including customers who exhibit anti-social behaviour.  Experience of effective face to face communications with a variety of people in different scenarios/circumstances - providing quality customer service.  Experience of managing and prioritising own workload and ability  to work effectively as part of a team.  An understanding of the importance of confidentiality.  An awareness of Health and Safety requirements. |
| **Role Specific Skills & Behaviours** | Demonstrate good understanding of own motivation and a keen interest in working with people with complex needs, substance abuse, mental health issues, domestic violence other related issues.  Demonstrate an ability to provide an honest, respectful and non- judgmental approach to others.  Capacity to understand and maintain professional relationships with customers and follow relevant guidelines.  An ability to work as part of a team, work along and take direction from a supervisor. An ability to be flexible and responsive to the changing needs of the service. Ability to use own initiative, including taking responsibility for own learning.  Ability to be flexible and work on a rota basis – to include evenings and weekends.  Ability to prioritise and make decisions.  Commitment to supporting vulnerable adults to move on in a positive way into independence.  Personal drive and determination to achieve best possible for outcomes for self, customers and organisation.  Understanding of and commitment to the principles of equality and diversity.  Able to deal with people in an assertive, fair and consistent manner. |