|  |  |
| --- | --- |
| **Job title:** | **Specialist Support Worker - Complex Needs Assertive Outreach** |
| **Line manager:** | **Team Manager** |
| **Grade *(if applicable):*** | **C12** |
| **Direct reports:** | **None** |

 

|  |
| --- |
| **Role Context:**At Peabody we are committed to providing assistance to our own vulnerable tenants and people living in our communities who need support to live well and independently. We provide specialist housing, care and support to people who are socially excluded, disabled, unwell or homeless. Our Severe and Multiple disadvantage Service is commissioned by Southend Council and works with Rough sleepers and ex-rough sleepers who have enduring and complex needs.**Role Purpose:**To deliver high quality and effective support services based at a Complex Needs hostel. To provide assertive Outreach support to encourage people who have been traditionally hard to engage with to access treatment, health and accommodation services and to support individuals in gaining information that enables them to make informed choices about their lives and to better manage their emotional and personal wellbeing. The service promotes the independence, wellbeing and inclusion of customers whilst complying with Peabody’s policies and procedures and the principles of good practice.**Key results:*** To continue the development and delivery of an existing service which provides support and interventions to chronically excluded adults in Southend, either on outreach or in a hostel setting.
* To engage with and encourage people who have been traditionally hard to engage into treatment, health and accommodation services and to support individuals in gaining adequate information that enables them to make informed choices about their lives and also to better manage their emotional and personal wellbeing.
* To provide advocacy and promote physical and financial well-being positive relationship with their families.
* In conjunction with colleagues and Senior Managers, to be responsible for the effective operation of the Substance Misuse and Assertive Outreach Team, in line with policies and procedures.
* Develop an environment of co-operation and support, where chronically excluded adults’ views are listened to, taken seriously and met where possible (psychologically informed environments).
* Where delivering support, to advocate on behalf of customers.

**Success metrics:*** To Provide support and information to chronically excluded adults (CEA) on their rights, responsibilities and options
* Provide information on Welfare Benefit entitlement
* Assist CEAs to access specialist help or assistance when necessary
* Where appropriate, to liaise with Social Services, the housing department, registered housing providers (e.g. supported housing), housing agencies, police, CMHT, primary care services, drugs & alcohol treatment services, landlords to assist people to access treatment, harm minimisation and accommodation options
* To signpost and network with a range of partner agencies within the Borough and beyond as appropriate (statutory or voluntary).

**About you:****You will be:**  * Confident, self-motivated and enthusiastic
* Able to demonstrate a non-judgmental approach in their working with CEA’s
* Able to work with limited supervision and demonstrate initiative
* Able to develop networks and create a positive profile of the service
* Able to work flexibly (incl. evenings and weekends on a rota system)
* Able to work outside of contracted hours where required.
* Able to complete essential training and participate in meetings where required.

**You will have:*** Experience of working with people with complex needs
* Experience of providing support to adults with complex needs in either a floating support or accommodation based setting
* Ability to provide a street outreach service
* Experience of conducting risk and need assessments
* Good knowledge of rights and housing options available to CEA’s
* Good knowledge of Welfare Benefits
* Thorough understanding of safeguarding as it relates to vulnerable adults
* A persistent and patient approach and a good knowledge of the potential barriers faced by this particular client group in accessing services.
* Good communication skills (verbal and written and presentation)
* Evidence understanding and show how they apply Peabody’s equality and diversity policies in the delivery of services.
* Experience of working with clients who are viewed as being hard to engage
* an enhanced DBS.
* Full UK driving license and use of a car for business purposes

**Peabody Values:**Our employees have helped define the values of the new organisation. We will be:* + **Ambitious** – we are ambitious for our customers, for our communities and for each other.
	+ **Caring** – we are caring in the way we work, and how we treat the people we work with, whether they’re our customers, partners or employees.
	+ **Collaborative –** we work collaboratively with each other, and with partners and stakeholders, to deliver more for our customers.
	+ **Empowering** - we support and empower our customers and colleagues to help them realise their potential.
	+ **Trusted –** we can be trusted to keep our promises; we do what we say we will.
 |