

Job title:	Specialist Support Worker
Line manager:	DASS Service 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. The Essex Drug and Alcohol Street Support team is commissioned by Essex County Council and works with Rough sleepers who have substance misuse issues and complex needs.

Role Purpose:

To deliver high quality and effective support services to rough sleepers and Homeless individuals in the community. 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:

- Promote and deliver an outreach service, working to reduce rough sleeping in Essex.
- Engage and support rough sleepers with housing and treatment providers. Enabling them to make informed choices about their lives and manage their emotional and personal wellbeing.
- To provide advocacy and promote physical and financial well-being.
- Develop an environment of co-operation and support, where rough sleepers views are listened to, taken seriously and met where possible
- Encourage customers to engage and lead on their support.
- Maintain accurate records for customers.
- To support individuals in accessing information that enables them to make informed choices about their lives and to better manage their emotional and personal wellbeing.
- To provide advice and guidance and promote financial well-being
- To assist customer to develop and maintain positive relationships.
- To advocate on behalf of customers.

Success metrics:

- Provide support and guidance to chronically excluded adults on their rights, responsibilities and options
- Manage a customer case load
- Support rough sleepers to access Housing and make the transition from sleeping rough into accommodation.
- Support individuals with managing a tenancy including setting up utilities, managing finances and and day to day living skills.
- Support customers to sustain a tenancy and understand a tenant's rights and responsibilities.

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- Work with customers to complete a risk management plan, recognising positive and negative risk, and encouraging customer towards greater awareness of triggers, risks and consequences
- To encourage rough sleepers to recognise the benefit of additional support services related to their health including drug and alcohol or mental health issues and assist with access to these services.
- Provide information on Welfare Benefit entitlement.
- To signpost and network with a range of partner agencies within the Borough and beyond as appropriate (statutory or voluntary).
- Encourage rough sleepers to pursue social/recreational activities, training and employment opportunities.
- Effective liaising with partner agencies such as; Social Services Local housing departments, Landlords, Police, CMHT, primary care services, drugs & alcohol treatment services, to assist customers to access; treatment, harm minimisation and accommodation options

About you:

You will be:

- Confident, self-motivated and enthusiastic
- Able to demonstrate a non-judgmental approach
- Able to work with limited supervision and demonstrate initiative
- Able to develop networks and create a positive profile of the service
- Able to complete essential training and participate in meetings where required
- Able to work flexibly and outside of contracted hours where required.
- A strong team player

You will have:

- Experience of providing support to adults with complex needs in either a floating support or accommodation based setting
- An understanding of Homelessness and Rough sleeping
- An understanding of addiction and substance misuse
- Experience of conducting risk and need assessments
- Knowledge of Housing legislation
- 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 barriers faced by this client group in accessing services.
- Good communication skills (verbal and written)
- The ability to evidence Peabody's equality and diversity policies in the delivery of services.
- Good IT skills (Microsoft Office, Outlook and data base systems).
- Experience of working with clients who are viewed as being hard to engage
- 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.

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