

JOB DESCRIPTION

EAS Evening Case Worker (3 or 4 evenings/week)

(Emergency Accommodation Service)
V3.0 – Jan '24



Reporting to Emergency Accommodation Supervisor

The Hope Hub Charity was formed in December 2017 in response to a defined need to serve those who are homeless, at risk of becoming homeless, in financial hardship, unemployed and/or suffering with mental health difficulties and/or addiction(s) working in partnership with Surrey Heath Borough Council.

The Hope Hub Emergency Accommodation Service (EAS) in partnership with Surrey Heath Borough Council is as a 7-day / week service in Camberley, Surrey. The service provides a room, breakfast and evening meal for homeless people with a local connection to SHBC on a short-term basis and Service Users will access The Hope Hub day services and be actively supported by the Empowerment Case Workers as part of the wrap around service to support each person into permanent or supported safe accommodation.

This is an exciting role with a busy, frontline charity and you will have the opportunity to make a considerable difference across the Borough of Surrey Heath.

About the role:

The primary focus of this post is a frontline role supporting people who are currently homeless on a 1:1 and small group basis and have a local connection to Surrey Heath other than in exceptional, agreed cases operating from the designated property in Camberley, Surrey.

The Evening Case Worker will greet people at the door who have been accepted through the referral process into the service (house), ensure they are settled into their allocated room, understand and accept the guidelines of being referred into the house and encouraged to participate in an evening meal prepared by the post holder or volunteers. The house will be open for the referred and accepted Service Users to access from 18.00 hrs to 08.30am and staffed from 17.30hrs to 09.00am each day. The Evening Case Worker(s) will keep the house safe and in good order at all times, ensure an evening meal and breakfast options is available and follow the operating processes and timings set out. You will be able to phone a Supervisor/Manager should a situation arise you are unsure of. In the event of an emergency, 111 or 999 should be called. Any incidents of this nature are to be recorded following the Incident reporting procedure.

The evening is an informal time to share and get to know Service Users and provide a summary handover for engagement at THH Day Services each day. The Hope Hub day services currently open Tuesday – Friday each week. The day services provide a full range of intervention and case work specialist support to help each Service User progress towards permanent accommodation, training, volunteering and/or employment.

The post holders will also oversee any Volunteer(s) and the duties of the evening as required.

Working Hours:

Week 1: Tuesday & Wednesday 17.30hrs-23.00hrs

Week 2: Tuesday, Wednesday, Saturday, Sunday 17.30hrs-23.00hrs

Additional cover hours also available

This post would suit someone who is comfortable, confident and experienced in working with people (aged 18+). The Hope Hub, provides a comprehensive range of services across the Borough designed to empower and appropriately challenge individuals to move their lives towards independence and / or employment. Monitoring and recording Service User progression is a key part of this role and our partnership work with Surrey Heath Borough Council and you will be trained to use the CRM as necessary to capture this data. Competence in IT and familiar with capturing outcomes (CRM system) together with outcomes star methodology is preferred together with a team-based, 'can-do' approach to working and solutions orientated. Training will be provided in all areas.

Important Internal Relationships:

All Hope Hub team members, Volunteers, Trustees and Hope Hub Service Users.

Important External Relationships & Stakeholders:

Statutory Services including SHBC, CCG (including CMHRS/ICT), GP's, Hospitals, Housing, Community Safety, Housing benefit, Countryside Rangers, Car Parks, Other Local Authorities as necessary. Adult Social Care, Housing and housing support providers, Health and mental health providers, Surrey Police, Probation Service.

Voluntary Services, Churches/Faith groups, Business, Community Supporters and ALL Funders, Donor(s).

Knowledge & Expertise

- An understanding of the Housing process and administrative skills to secure Housing Benefit for local connection service users to access the EAS is preferred but training will be provided.
- Ability to assess individuals who may present or be referred from SHBC or other Agency.
- Understanding of mental health, implementing support plans, social care and housing, including safeguarding, legislation and practice.
- Able to assess individual function, behaviours and relationships to help to identify Mental Health triggers with/without a Service User diagnosis.
- Support individual to identify their own triggers and agree potential coping strategies.
- Communicate with Hope Hub team regarding Service Users where they also need to work with other Case Workers or Project Leads (eg IT Support).
- Monitor individual Service User progression and record outcomes in accordance with the agreement with SHBC.
- Attend meetings where appropriate and report to the EAS Supervisor or Head of Operations.
- Able to work in partnership with SHBC and other Support Networks to develop any additional actions with Service User permissions and choices/decisions being fully considered.
- To work in accordance and alignment with all national legislation, countywide and internal policies and procedures and keep up to date with legislation changes affecting homeless provision.

Planning, Organising and Prioritising

- To work cooperatively with all team members, volunteers and Service Users in a time-flexible way.
- Ensure that Service User records are kept with contributions from all partners/practitioners on the CRM system and captured for reporting timed interventions.
- To review progress and provide clear evidence data of change.
- To accurately record and capture Service user and Volunteer data (with permissions) and monitor progress and report through the monthly performance statistics. These are required by the Local Authority, Funders and Board of Trustees and will be regularly evaluated.

Customer Service

- To be approachable and able to communicate appropriately and effectively with a range of customers, agencies, Hope Hub Team, Volunteers and Service Users.
- To encourage progress with Service Users and communicate with Hope Hub team as appropriate.
- To always value Volunteers and show appreciation for their contribution and also when receiving a delivery/donated item(s).

Health and Safety

Understanding of and ability to work within polices covering: safeguarding, risk assessment, information sharing, GDPR, equalities and diversity, lone working and health and safety.

All Hope Team members are responsible for the safety of the building, clear corridors, escape route(s) and staff and trained regular volunteers should also be encouraged to monitor at all times.

General

- Willingness to attend and participate in training/workshops.
- Show a keen interest in the Borough of Surrey Heath and have an awareness of opportunities to promote the work of The Hope Hub to recruit volunteers and/or partnership(s) with businesses/community and faith groups outside of Churches Together Camberley (CTC).
- Enjoy managing and juggling priorities with an ability to remain cheerful and maintain a sense of humour.
- Due to the nature of the role, the post holder will need an enhanced DBS check and clean driving license with access to a suitable vehicle.
- The post holder will be fully supported by the EAS Supervisor and Head of Operations with regular review meetings and contact.

About The Hope Hub

- The Hope Hub is a faith based, frontline, busy Charity and operates as a 'team'. You will need to be prepared to roll your sleeves up, use your initiative and do what needs to be done for the benefit of our Service Users ensuring we comply with our Service Level Agreement and other funding criteria.
- Be a reliable team player where everyone counts, whether a beneficiary, volunteer or a member of the staff Hope Team.

Hours of Work/Pay Rate

- **2 or 4** days per week usually worked between 17.30 – 23.00hrs based on a rota prepared by the EAS Supervisor or Head of Operations.
- Hourly Rate £13.19 per hour.
- It may occasionally be necessary to attend meetings or training outside of these hours for which time off in lieu will be given.
- All appointments are made on the basis of a 3-month probationary period with an initial monthly review.
- Annual leave entitlement is based on 33 days per annum (pro rata for part time workers and including bank holidays. Time off in lieu will be given for all bank holidays worked).
- The Hope Hub operates a Stakeholder Pension Scheme for permanent staff following the probation period in accordance with government regulations.

Person Specification and Qualifications

Please note:

The criteria specified on this form will be used as guidance when short listing all applications and during the selection process. Please ensure you provide evidence within your application, giving examples where appropriate, as to how you meet the specified requirement for the job.

KNOWLEDGE & EXPERTISE (including qualifications/education, training, experience, skills, ability and knowledge):

Desirable:

- Good basic education and qualified in a professional vocational qualification in Psychology, Health & Social Care, Housing, Social Work, or similar.
- Track record and experience in working with adults (18+) with complex needs.
- Strong verbal and written communication skills with the ability to present information to a wide audience at all levels.
- Ability to communicate well verbally, have a warm personality and an encouraging manner so Service Users feel comfortable joining in and sharing in a meal or activity.
- Be organised and methodical in all record keeping processes with good IT skills, knowledge of Microsoft Office, ability to learn how to use our CRM and record with accuracy.
- A commitment to equality of opportunity and an ability to work with diverse communities.
- Understanding of working in partnership with the statutory, voluntary and community sectors to achieve shared goals and sound communication hand over skills to the next team member each evening for the smooth running of the service.
- An interest and understanding of Service Users with complex needs, the routes leading to rough sleeping, reasons for entrenched rough sleeping and barriers to moving out of rough sleeping.
- Understanding of mental health behaviour(s) around substance misuse and/or mental health difficulties and supporting positive change / well-being.
- Ability to remain calm in sometimes challenging situations.

- Organised, honest, team player and able to manage time effectively to meet specified deadlines and maximising resources.
- Good working knowledge of IT, Microsoft Office (Word, Excel, Powerpoint) and using a CRM system to capture Service User Data (with permissions).

Comprehensive Training will be provided but any of the following will be useful:

- Experience in Social Work, Mental Health, Local Government, Medical, Voluntary Sector or similar and training in the following:
- Current L2 Emergency First Aid in the Workplace.
- Safeguarding & Lone Working training.
- Anger Awareness/Management & Coping Mechanisms,
- Domestic abuse training.
- Knowledge of current Criminal Justice / Youth Justice systems.
- Knowledge of anti-social behaviour legislation and process.
- Knowledge of GDPR and sharing sensitive data.

FINANCIAL ACCOUNTABILITY:

- An understanding of budgetary constraints in the delivery of services and the ability to make costed recommendations for interventions when appropriate.
- Ability to identify resources in other agencies to support individuals.
- Ability to monitor costs and identify best prices/costs when providing personalised support against a restricted fund and recording with accuracy and evidence (ie receipt).

IMPACT UPON THE ORGANISATION AND THE COMMUNITY:

- Ability and enthusiasm to professionally represent The Hope Hub advocating for individuals/service users with:
- Internal and external stakeholders, promoting a positive image of The Hope Team and Services.
- Committed to the purposes and development of The Hope Hub so that our SERVICES PATHWAY can be appropriately developed according to the needs of our Service Users.
- Able to present and discuss ideas with Head of Operations, team members and prioritise actions.
- Maintain confidentiality and accurate record keeping within GDPR guidelines at all times.

HEALTH & SAFETY:

ESSENTIAL:

- Understanding of health and safety issues, including lone working.
- Ability to undertake risk assessments. (training will be given).
- Ability to keep up to date with H&S policies and procedures, making adjustments to ensure safe and healthy working practices.
- Adhere to emergency evacuation situations from the building following procedures accordingly.