



Job Title:	Support and Resettlement Worker	Job Category:	Care and Support
Department/Group:	Client Services	Job Code/Req#:	CS/02
Location:	SE1	Travel Required:	Travel Required
Level/Salary Range:	PROJ/1£22750.00 rising to £23,205pa on completion of probation	Position Type:	Full Time 40 Hours Per Week
Reports To	Senior Support Worker	Date Posted:	27.05.2021
Responsible For	Volunteers	Posting Expires:	11.06.2021
External Posting URL:			
Internal Posting URL:			
Applications Accepted By:			
EMAIL: PRHA@Recruitment.Net Subject Line: Resettlement Support Worker CS02		MAIL: Providence Row Housing Association 458 Bethnal Green Road London, E2 0EA	
Projects Aims and Objectives			
<p>Crimscott Street is a recovery hub providing accommodation and support to homeless men And women, some of whom will have a history of trauma and complex needs.</p> <p>Within a psychologically informed environment, service users are supported using the Recovery Model to stabilize their substance use and/or mental health, establish networks of support, manage their health, well-being, welfare and move-on towards independent support.</p>			
Role Purpose			
To Participate in the delivery of a high quality support service to supported housing service users which meets PRHA service standards, aims, objectives and performance targets.			
Main areas of responsibility			
1. Within the framework of a 'psychologically informed environment' work alongside the staff team to create and maintain a safe and welcoming environment.			



2. To contribute to the development of the recovery hub, by providing expertise in building resilience and working towards resettlement.
3. Provide all aspects of resettlement options, liaising with key partner agencies, facilitating multidisciplinary case conferences and negotiating access and solutions to securing independence, with move-on options.
4. To facilitate peer support group activities designed to give service users the skills and confidence to be ready for move on to independent/lower support accommodation.
5. To engage and build supportive trusting relationships with service users, motivating and empowering them to recover and improve their lives. To carry a caseload of service users who will need support to be prepared for independent living.
6. To interview new referrals and complete booking in process.
7. To deliver high quality support to service users, including support with accessing physical health, mental health, substance misuse, benefits, and other services and to support personal care in crisis situations where the service user is at risk.
8. To undertake needs and risk assessments, identifying skills and abilities, then develop and regularly review holistic user led support plans, using the outcomes star to track progress.
9. To carry out screening assessments service users resettlement support needs, identifying strengths and an action plan to ensure successful and sustained move on.
10. To develop links and effectively liaise with a wide range of internal and external partners including statutory and voluntary organizations (with a particular focus on resettlement agencies) working jointly with them to support service users in their move on pathway and successful resettlement.
11. To deliver personalized hours to service users offering practical assistance including life skills and activities.
12. To anticipate, respond, report and record incidents, antisocial behavior and matters of concern. Participate in facilitating debriefs and reflective practice.
13. To share all relevant information (verbally and in writing) within the context of data protection and in line with the confidentiality policy.



14. To work collaboratively contributing positively to team meetings, training, away days, service improvements, in order to provide a consistently high quality service.
15. To actively promote and support service user involvement in the design, development and delivery of the service and encourage peer support and involvement across PRHA.
16. To ensure service users are assisted with managing money, following Finance policies and procedures.
17. To ensure service users are safeguarded from abuse and promptly report safeguarding concerns through the line management structure.
18. To use IT systems accurately to communicate, record and update support plans, incident reports and other records on PRHA's database.
19. To act at all times within Providence Row Housing Association's rules, policies, procedures, standing orders and financial regulations.
20. To practically implement Equal Opportunities in your daily work, ensuring that services users diversity and cultural needs are respected, and discrimination or harassment is challenged.
21. Maintain the highest standards of personal and professional integrity in line with PRHA's code of conduct.
22. Carry out other duties as may be reasonably required from time to time

Person Specification Competencies

1. Extensive knowledge and experience of motivating service users to address their support needs, build resilience, overcome barriers to moving on successfully.
2. Experience of group work e.g. life skills, social skills & creating/facilitating peer group opportunities), catering for the different communication needs of our service users.
3. To have the ability to get successful outcomes for service users you have supported.
4. Ability to work collaboratively with other agencies to ensure that integrated and personalised support services are provided for all our service users.
5. Knowledge, empathy, understanding and proven ability to work creatively and engage homeless people whose substance misuse/ complex trauma has had significant effect on their physical and mental health, social and coping skills .



6. Ability to assess needs, risks (within a framework of positive risk taking) and develop user led support plans.
7. Competence in responding to challenging behavior safely.
8. Knowledge of and commitment to service user involvement, self-empowerment, equalities, diversity and service improvement
9. Understanding of the Recovery model and delivering support within a Psychologically Informed Environment (PIE). Commitment to working within these models.
10. Robust knowledge and practical application of adult safeguarding requirements.
11. Knowledge and understanding of Health and Safety in a hostel setting, including dealing with emergencies and lone working.
12. A good standard of literacy, numeracy, computer skills and the ability to write accurate and succinct reports.
13. Ability to interpret and implement policies and procedures, standing orders and financial regulations

Reviewed By:	Charlene Joseph	Date:	15/03/2021
Approved By:	Mary Kneafsey	Date:	15/03/2021
Last Updated By:	Emma Keenoy	Date/Time:	27/05/2021