

Job Description: Transition and Resettlement Advisor

Background Information

Central London, like many cities across the world, is an exciting and stimulating place. However, for some, it is a place to go when things have gone profoundly wrong and there is nowhere else. When people are on the edge, homeless, isolated and in despair there must be a place to turn. The Connection is there to be with people as they overcome that isolation, recover and move on to a meaningful, fulfilling life.

However, this is not enough. The experiences of people on the edge matter. Their story must be told to those in a position of power and influence, so that homelessness, exclusion and isolation are not acceptable features of life in the UK.

The Connection at St. Martin's empowers those who are on the edges of society to take control of their lives by:

- providing practical support in an active environment designed to help people to recognise their own strengths, recover from crisis and move on;
- collaborating with others who share our vision and mission not just in London, but other parts of the UK and the world;
- Sharing our learning with others, to deepen our own understanding and create a more socially just society for those on the margins.

The Street Engagement Team in Westminster. The team engages with individuals on the street that are suffering with severe and multiple disadvantage, engages with them and supports them to access a range of support, including access to accommodation.

The role of the Transition and Resettlement Advisor is to **work** with clients of the team and support them as they make the transition from the street into accommodation. The Transition and Resettlement Advisor would then continue to work with these clients for a period of time to prevent them from returning to the streets and to support them to build networks of support in their local community.

JOB DESCRIPTION	
Responsible to:	Street Engagement Team Manager
Responsible for:	Volunteers as agreed by the Street Engagement Team Manager
Job Purpose:	<ol style="list-style-type: none"> 1. Strengths based case work with people who have multiple and complex needs to support resettlement and sustainment of accommodation. 2. Developing and adopting joint working approaches with partners 3. Monitoring and evaluation of service delivery to demonstrate impact and build a business case for service development and expansion.

	<ul style="list-style-type: none"> 4. Actively contributing towards a highly effective team 5. Volunteering and peer mentoring 6. General
Salary and Scale:	£31,455 - £35,947
Contract:	12 Month Fixed-term contract - Full-time

Key Responsibilities

Strengths based case work with people who have multiple and complex needs to support resettlement and sustainment of accommodation

- Provide a high quality, efficient and professional service for clients, doing everything possible to encourage their engagement in services which will support them to move into accommodation and prevent their return to the streets.
- To deliver tailored, personalised packages of care and support to service users
- Strengths based recovery case work with people who have complex needs.
- Brokering and facilitating access for clients to a range of support services including drugs and alcohol recovery services, mental health services and primary care in their local community.
- Supporting service users to build support networks in their local community.
- Work closely with the wider Street Engagement Team to ensure smooth transition between workers for clients moving into accommodation.

Developing and adopting joint working approaches with partners

- Development of new and innovative approaches to work with people with multiple and complex needs including joint working with other teams within CSTM and across complementary services within Westminster and other areas that clients may move into.
- Contribution to multi-agency plans to support the most vulnerable service users.
- Supporting the development and implementation of common approaches with colleagues across the team sharing learning and best practice.
- Ensuring a strengths based approach to all client systems including incident management and the management of challenging behaviour.
- Develop working arrangements with housing providers in Westminster and beyond.

Monitoring and evaluation of service delivery to demonstrate impact and build a business case for service development and expansion.

- Ensuring appropriate and timely data inputting to ensure effective communication and accountable record keeping regarding service delivery
- Reflection on monitoring and evaluation information to inform continuous improvement
- Support client involvement in feedback on the service
- Support external evaluations and research projects related to the work of the team

Actively contributing towards a highly effective team

- Contribute towards an annual team plan for your team working with the SET Manager and other colleagues to ensure innovation and good practice.
- Support external evaluations and research projects related to the work of the team

- Engage with team learning, reflection and continuous improvement activities
- Engage with the charity's planning and HR systems including regular 121s, training and team meetings
- Comply with policies and procedures related to your work
- To work with client involvement coordinator to develop approaches to co-production within street engagement work.

Volunteering and peer mentoring

- Recruitment, training and ongoing supervision of volunteers from the community including people with lived experience of homelessness.
- Disseminate information, research and external training opportunities to support the charity's practice in client and volunteer involvement.
- Represent the Connection at St Martin's at outside meetings as agreed with the Interim Director of Service Development.

General

- Implement The Connection at St Martin's Equality Policy and all other policies in all areas of work.
- Ensure that Health and Safety requirements are complied with.
- Attend internal and external training courses as appropriate.
- Assist in the promotion of the work of The Connection at St Martin's to its visitors and funders.

Job descriptions are intended to give individuals clear guidance on what they are expected to achieve. However, they rarely capture all tasks and responsibilities. The Connection at St. Martins by definition is dynamic. All staff are therefore expected to undertake occasional other duties not detailed above but within the scope of the job.

PERSON SPECIFICATION

This person specification sets out the essential experience and abilities needed by the successful candidate for this post. Please bear these points in mind when completing your application form, as these requirements will be taken into account at both the shortlisting and interviewing stages.

Knowledge & Experience
A strong understanding of the causes of homelessness and the needs of homeless people;
Knowledge of relevant external agencies, resources and facilities that would enhance work with individuals with complex needs
Knowledge of good practice approaches such as personalisation, co-production and strengths based approaches;
At least 3 years full-time experience (or equivalent) of face to face work with vulnerable people within a charity setting;
Strong strengths based case work experience with people who have complex needs
Experience of supporting clients around benefits and tenancy sustainment
Experience of multi-agency working with statutory and voluntary sector partners
Experience of co-production, personalisation and development of/work within psychologically informed environments.
Abilities and Skills
An enabling approach, with the ability to work effectively with people who have multiple and complex needs;

The ability to respond appropriately and effectively when faced with challenging or violent behaviour and the personal stress associated with this
The ability to work effectively as part of a multi-disciplinary team
The ability to manage time and prioritise workload effectively;
The ability to exercise initiative and work under pressure;
The ability and willingness to work flexible hours where required;
The ability to prepare and present written reports, and to communicate information effectively, both verbally and in writing, to clients and other workers;
Strong skills in data input and review (including good IT skills)
Desirable
Experience of volunteer management
Experience of working with service users with dual diagnosis (drugs, alcohol and mental health)
Experience of community liaison work with support agencies