

## Job Description: Housing and Resettlement Advisor (Mental Health Lead)

### 1 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, rough sleeping, isolated and in despair there must be a place to turn. The Connection is there to be with people as they overcome their problems, 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 rough sleeping is not an accepted feature of life in the UK.

The Connection at St. Martin's tackles rough sleeping by:

- providing services designed to help people to recognise their own strengths, recover from crisis and move away from the streets for good;
- collaborating with others to achieve this – a person's rough sleeping situation is rarely addressed by one agency working alone;
- Sharing our learning with others, to deepen our own understanding and create a more socially just society for those on the margins not just in London, but other parts of the UK and the world.

Our strategy from April 2018 includes our aim to develop our services in new ways. This will include implementing a strengths based approach to client work, consolidating the implementation of a new service model, creating better pathways for clients into health and treatment services and improving our systems to demonstrate impact. We anticipate greater collaboration with St Martin's Charity to try new ideas and participate in partnerships in other parts of the UK. The Housing and Resettlement Advisor will deliver CSTM's housing and resettlement service, working with clients to move towards recovery and access suitable accommodation in London and other parts of the UK. The Mental Health lead will provide case work support to individuals with complex mental health presentations, act as a knowledge broker to the wider staff team(s) regarding mental health issues and interventions, and work closely with statutory and voluntary mental health service providers.

This role requires someone with a strong track record in co-production and a strengths based approach to working with people who have multiple and complex needs. Housing and Resettlement Advisors will provide a structured, recovery orientated case management to facilitate service users to address the issues underlying their homelessness and support access into appropriate accommodation and wider support services. Housing and Resettlement Advisors must be able to work in a busy service environment and be committed to playing a part in shaping and developing services to enable clients to move towards recovery.

<b>Responsible to:</b>	Housing and Resettlement Manager
<b>Responsible for:</b>	Volunteers as required including step-up volunteers
<b>Liaison with:</b>	Hostels, Accommodation Providers, Mental Health services, Outreach services, Managers, and other internal staff.
<b>Job Purpose:</b>	<ul style="list-style-type: none"><li>• Developing and delivering strengths-based, recovery focussed services with service users</li><li>• Developing and delivering co-produced services with service users</li><li>• Developing and adopting joint working approaches with partners</li></ul>

	<ul style="list-style-type: none"> <li>• Monitoring and evaluation of service delivery to demonstrate impact</li> <li>• Volunteering and peer mentoring</li> <li>• Actively contributing towards a highly effective team</li> </ul>
<b>Salary</b>	£31,455 - £35,947 (Spinal Point 23-28)
<b>Contract:</b>	Permanent Full-time position

## 2 Responsibilities

### 2.1 Developing and delivering strengths-based, recovery focussed services with service users

- Specialist, strengths based assessment and structured recovery case management with people who have multiple and complex needs, particularly those individuals with complex mental health presentations.
- Structured, co-produced strengths based and recovery focussed action planning and review
- Detailed advice, referrals and facilitated access into appropriate housing and wider support services
- Pro-active, supported reconnections service to facilitate a return to local area of origin or another area as deemed appropriate
- Act as a knowledge broker to the wider staff team(s) regarding mental health including providing individual case advice and staff training.
- Ensuring that all clients have equal access to services and that arrangements are made when necessary to facilitate service access e.g. using interpreting services for non-English speakers

### 2.2 Developing and delivering co-produced services with service users

- Delivery of co-produced activities and groups to support recovery with an emphasis on emotional wellbeing and mental health recovery
- Investigating best practice across the homelessness and mental health sectors and implementing this practice within housing and resettlement work
- Engaging Step Up volunteers, community volunteers and specialist sessional staff to design, deliver and evaluate activities.
- Developing and implementing new approaches to co-production within your work
- Contributing towards and supporting the implementation of the organisation's plans around co-production
- Advise and work with service users in applying for internal (Step Up) and external volunteering opportunities

### 2.3 Developing and adopting joint working approaches with partners

- Contribute towards ensuring an efficient flow of clients into and on from the Housing and Resettlement services
- Work in partnership with other organisations from the public, private and voluntary sector to enhance our services for clients including, in particular, mental health services. This will include taking a lead role in relationships with mental health service providers (e.g. JHT) and some national collaborations and joint working.
- Ensuring access and identifying systemic issues regarding access to mental health services
- Participating in initiatives to improve pathways into services in conjunction with partners, with an emphasis on support for emotional and mental health and wellbeing
- Attend relevant networks as part of an agreed CSTM networking plan, feeding back and sharing acquired information and knowledge to the wider team;
- Contribution towards developing and adopting new partnerships to meet service user needs and provide new and exciting opportunities that will facilitate recovery

- Act as an ambassador for CSTM, building confidence in excellent service delivery, frontline knowledge and expertise.

#### 2.4 Monitoring and evaluation of service delivery to demonstrate impact

- Ensuring appropriate and timely data inputting to ensure effective communication and accountable record keeping regarding service delivery
- Contribute towards monitoring and evaluation of the team’s work, including both quantitative and qualitative data collection and engaging with data analysis and performance monitoring
- 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

#### 2.5 Volunteering and Peer Mentoring

- Support for the recruitment, training and ongoing supervision of a small team of volunteers from the community/supporting businesses
- Contribute towards and support the development of a peer mentoring service within CSTM
- Support for company volunteers to support the activity programme
- Support the engagement and supervision of step-up volunteers within the service

#### 2.6 Actively contributing towards a highly effective team

- Contribute towards an annual team plan for your team working with your Service Manager, Senior Engagement Advisors and other colleagues
- 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

The above list of job duties is not exclusive or exhaustive and may be subject to change. The post holder will be required to undertake such tasks as may reasonably be expected within the scope and grading of the post.

### 3 Person Specification

<b>Knowledge and Experience</b>
An understanding of the causes of homelessness and the needs of homeless people;
Strong knowledge of housing legislation
Strong experience of delivering housing advice and recovery services for people with multiple and complex needs;
Strong experience and knowledge of working with service users with mental health issues
Knowledge and understanding of mental health legislation and service provision
Experience of implementing safeguarding, data protection and other key policy areas associated with service delivery with people who have severe and multiple disadvantage;
Experience of researching and implementing best practice and innovative ideas to improve services;
Experience of working in partnership and collaboration, particularly accommodation providers and mental health service providers
Experience of a strengths based, co-production approach with clients, reflecting CSTM’s core values;
Experience of working with volunteers and peer mentors
Experience of delivering groups and activities to promote recovery
Experience of volunteer management (desirable)

<b>Skills and Attributes</b>
An enabling and facilitative approach, with the ability to work effectively with people who have multiple and complex needs;
Able to work in formal partnerships and informal collaborations;
Strong skills in data input and review (including good IT skills)
Able to network, attend events and meetings to build the credibility of the charity and the service;
Well organised and able to manage a varied and challenging workload with a degree of autonomy commensurate with the role;
The ability to respond appropriately and effectively when faced with challenging or violent behavior and the personal stress associated with this
Able to work flexibly, including occasional evenings and weekends.
The ability to prepare and present written reports, and to communicate information effectively, both verbally and in writing, to clients and other workers;