

Job Description: Street Engagement Advisor

1. About the Connection at St Martin's

The Connection is based in the heart of London, near Charing Cross Station and Trafalgar Square. Our history of working with people experiencing homelessness can be traced back to the First World War, and we offer both short-term practical help and more intensive long-term support to clients who are sleeping rough or vulnerably housed. Westminster is the epicentre of rough sleeping in the UK, and we work closely with people who find themselves on the edge in Central London, with nowhere else to turn.

We deliver a range of services from two sites:

- A Triage and Brief Intervention Service for people experiencing housing crisis to understand their situation, signpost, provide housing advice and access to health care where appropriate
- A Resource Centre providing facilities that give dignity and practical support to our clients - including showers, laundry, c/o address, IT access, basic healthcare services and meals
- Resilience and Recovery work including a therapeutic group work programme, support with training and employment, and routes into mental health and drug and alcohol treatment
- A Housing and Resettlement advice service which helps people to access supported accommodation and the private rented sector, reconnect to places where they have roots in the UK, and undertakes immigration case work.
- A Street Engagement Team which includes an innovative day-time outreach service that works across the West End with those on the streets that face multiple disadvantage.
- Sites at which teams offer short to medium-term accommodation options for clients, with a wraparound support offer. This enables people to recover in a safe and secure environment with a roof over their heads.

2. About the Street Engagement Team

The Street Engagement Team (SET) is an innovative outreach service that works across the West End with those on the streets that are experiencing multiple disadvantage. The team identifies these members of the daytime street population with the aim of engaging and developing a trusting relationship, since they are often isolated from services. This involves providing on the street triage, and facilitating access to essential services, such as health care, housing and welfare. The SET works with individuals to find them suitable accommodation and treatment that will support them to sustainably address the multiple disadvantages they face. Our clients will typically be experiencing several of the following: Homelessness, substance dependency, mental and physical health concerns, and cyclic offending.

3. A day as a Street Engagement Advisor

A day as a SET advisor is never the same. We run an outreach rota, so part of your day will be spent on the street offering intensive support to people sleeping rough or signposting into CSTM. You might be out with another member of the team, or with one of our partners like a homeless health nurse, or drug and alcohol worker. Aside from the outreach you will carry a caseload of people and will spend the rest of your time building a relationship with them, and intensively supporting them. The support we offer is wrap around and will often include, but is not limited to: housing, dependency treatment, health care, benefit advice, immigration support and community links

work. We also run a referral mechanism, and actively try to engage with the local business community to promote a health and social care response towards people experiencing homelessness.

Please note in this role you would be employed through a partnership that we have with Network Rail. This will involve: taking referrals from the station and local area, engaging with the local business community there, working to support the individuals referred from in and around the station, and case working directly or linking people met back in with services they've dropped out of.

Responsible to:	Street Engagement Team Manager and the Outreach and Innovation Coordinator (where appropriate)
Responsible for:	Volunteers as required
Job Purpose:	<ul style="list-style-type: none"> • Trauma informed assessment, triage and wrap around case work with people who have multiple and complex needs • Work as part of an integrated response to rough sleeping, and the needs of the daytime street population, with a multitude of partners, not limited to, but including, local health services, commissioned outreach teams, statutory services and Westminster City Council • To work pro-actively and collaboratively with Network Rail, local businesses and the wider community to raise awareness of homelessness, and build a better understanding of the street populations needs • To develop and deliver innovative approaches that influence wider Westminster rough sleeping and health services • Monitoring and evaluation of services delivery to demonstrate impact and build a business case for service sustainment, development, and expansion • Volunteer management and development • General
Salary	Scale Points 23-28, £32,004 - £36,576
Contract:	Full time, fixed term until 31 st August 2023

4. Responsibilities

4.1. Trauma informed assessment, triage and wrap around case work with people who have multiple and complex needs

- Provide a high quality, efficient and professional street engagement service for clients, doing everything possible to encourage their engagement in services which will tackle the underlying causes of their homelessness as well as the initial presenting issues (including early / crisis intervention for risk management and safeguarding).
- Conduct initial assessments for all service users within 24 hours using a flexible, strengths based approach and contribute towards ensuring the appropriate case allocation, signposting or onward referral for service users.
- Intensive recovery case work with people who have complex needs, including but not limited to, health, housing welfare, statutory, offending and immigration.
- Brokering and facilitating access for service users to a range of support services including drug and alcohol recovery services, mental health services and primary care.
- Supporting service users to reconnect back to their communities of origin where appropriate.
- Identify and address safeguarding concerns by reporting them, and following up, within both CSTMs and statutory services frameworks.

4.2. Work as part of an integrated response to rough sleeping, and the needs of the daytime street population, with a multitude of partners, not limited to, but including, local health services, other outreach teams, statutory services and Westminster City Council

- Development of new and innovative approaches to work with people experiencing multiple disadvantage including joint working with other teams within CSTM and across complementary services within Westminster.
- Contribute to, and lead the formulation of, multi-agency plans to support the most vulnerable service users off the streets whilst addressing anti-social behaviour (via forms like MDTs, Case Conferences and Team Around Me).
- Supporting the development and implementation of common approaches with colleagues across the team, CSTM and other Westminster services, sharing learning and best practice.
- Ensuring a strengths based and trauma informed approach to all client systems including incident management, safeguarding and the management of challenging behaviour.
- Participate in the day time street audits that SET arrange that provide a snap shot of day time street activity in Westminster.
- To engage with, and build partnerships with relevant agencies e.g. health teams and specialist services.

4.3. To work pro-actively and collaboratively with Network Rail, local businesses and the wider community to raise awareness of homelessness, and build a better understanding of the street populations needs

- To accept referrals from Network Rail, local business, and other teams, for rough sleepers and the wider street population.
- To work collaboratively with Network Rail and businesses to develop the understanding of homelessness, available support services and referral mechanisms into support.
- To attend meetings with sector/non-sector colleagues, and partners, as agreed with the Street Engagement Manager and the Outreach and Innovation Coordinator.
- To contribute towards the development of communications, training and marketing materials for Network Rail, local businesses, and community members.

4.4. To develop and deliver innovative approaches that influence wider Westminster rough sleeping and health services

- To deliver tailored, personalised packages of care and support to service users whilst working with the Outreach and Innovation Coordinator to feed into the teams System Change mechanism.
- To participate and identify possible action experiments that the team can do, as a means of creating long term sustainable change.
- To engage with, and seek to consistently influence, trauma informed approaches within the team, wider CSTM services, and Westminster, like: Pre-Treatment approaches, Blue Light methods and MEAM.
- To participate in the development of innovative approaches to personalisation including allocation and management of team resettlement budgets.
- To work with the Recovery and Opportunities team to develop approaches to co-production and group work within outreach.

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

- Participate in the development of a culture of evidence collection, review and continuous improvement.
- Data input and case recording in a timely and accurate manner, to support monitoring, evaluation and continuous service improvement.

- Contribute towards detailed needs assessment of service user group(s) to support service development, including the SET Day Time Street Audit, and planned SET Needs Assessments.
- Dissemination of learning across the organisation and wider sector.
- Support client involvement in, and feedback on the service.

4.6. Volunteer management and development

- Recruitment, training and ongoing supervision of a small team of volunteers when needed.
- Disseminate information, research and external training opportunities to support the charity’s practice in client and volunteer involvement.

4.7. 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.

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

5. Person Specification

Knowledge and Experience
A strong understanding of the causes of homelessness and the needs of homeless people
At least 3 years full-time experience (or equivalent) of face-to-face work with vulnerable people within a charity setting, with at least one year of complex needs casework
Knowledge of relevant external agencies, resources and facilities that would enhance work with individuals with complex needs
Knowledge of accommodation pathways and their eligibility criteria for people experiencing homelessness, including statutory, commissioned, and non-commissioned
Experience and knowledge of implementing safeguarding and data protection measures associated with service delivery for people who have multiple needs
Experience of developing and working within partnerships with a range of external agencies including statutory, charity sector and local business
Knowledge of innovative and good practice approaches within the sector, and how to work towards sustainable change e.g. systems change, MEAM, pre-treatment
Experience of delivering services on an outreach basis
Knowledge of how to use IT to collect high quality and reliable data
Skills and Attributes
Good written and oral communication skills, including the ability to communicate with a variety of stakeholders, and the ability to present written reports
Able to work across a variety of partnerships, both formal and informal, and to advocate for the needs of the team’s client group
The ability to work using own initiative, under pressure and to prioritise tasks

Well organised and able to manage a challenging workload with a degree of autonomy within the role
The ability and willingness to work flexible hours
The ability to problem solve, think creatively, and to work in pressurised environments
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
Is punctual, proactive, and able to work effectively as part of a multi-disciplinary team
Strong skills in data input and review (must be able to use case management systems and be computer literate)
Desirable
Experience of working with service users with dual diagnosis (drug and/or alcohol dependency and mental health)