



## **JOB DESCRIPTION**

### **Link Worker**

**Department: Housing**

**Responsible to: Housing Development Manager**

**Location: Ashfield and Mansfield**

**Hours: 37.5 per week**

**Salary: £24,185 per annum**

### **Job Purpose**

- To manage a case load of 20 residents displaying multiple and complex needs and with histories of rough sleeping
- To provide high quality support to address the presenting needs of clients with complex needs in relation to substance misuse, mental health, and a wide variety of associated issues (including: street activity, offending, physical health, background of complex trauma)
- To assist clients to maintain accommodation and access suitable move on accommodation
- To support the development of an organisational culture that puts our Christian Core Values - Caring, Honesty, Respect and Responsibility - at the centre of all we do

### **Principal Responsibilities**

#### **1 Assessment**

- 1.1 Respond to and process referrals for the complex needs service pursuant to agreed timescales
- 1.2 Conduct skilled and sensitive assessments with clients who may be ambivalent and/or resistant about taking-up support, and who may have had difficult prior experiences with specialist services
- 1.3 Work with Housing Aid to ensure that the assessment dovetails with the personalised housing plan
- 1.4 Ensure assessment of client strengths as well as deficits, with a whole person focus. Use the assessment process to help the client understand in greater detail the interrelationship between their range of needs and accommodation options

#### **2. Support**

- 2.1 Be a consistent source of support for residents with complex needs, formulating and periodically reviewing a recovery plan that defines the basis for further interventions

- 2.2 Deliver ongoing casework interventions such as practical activities, key-work, advocacy, multiagency review and groupwork
- 2.3 Work with service psychologist to deliver specialist support interventions
- 2.4 Participate in the development, delivery and evaluation of an in-house recovery programme, identify care pathways and treatment options, and support the acquisition of the skills needed to participate in treatment settings
- 2.5 Provide evidence-based interventions in one-to-one, groupwork settings and skills workshop formats.

### **3 Care Navigation & Stakeholder Relationship Building**

- 3.1 Maintain a comprehensive knowledge of local authority services; understanding each service specialty, its thresholds and referral protocols
- 3.2 Coach service users, advocate on their behalf and make appropriate referrals to relevant specialist services
- 3.3 To develop effective professional relationships with the agencies that support clients sharing appropriate information as required
- 3.4 Work closely with local housing authority and other partners involved in delivering services to rough sleepers to ensure effective move on to alternative longer term accommodation
- 3.5 Support service manager in the collation and reporting of information for commissioners

### **4 Miscellaneous**

- 4.1 Ensure all Nottinghamshire YMCA, local authority and national safeguarding procedures are adhered to
- 4.2 Contribute to service delivery and evaluation by ensuring relevant files and recording systems are up to date, and that key performance information is correctly recorded
- 4.3 Work with residents to maximise benefit entitlements and secure project income through the collection of rents and charges and the minimisation of arrears and void loss

## **Responsibilities of all YMCA staff, casual workers and managers**

### **1 Ambassador for the YMCA**

To act as an advocate and ambassador of the YMCA; promoting and exemplifying the YMCA's core values, mission, vision, and ethos and to positively and proactively protect the YMCA's reputation.

### **2 Other duties**

To undertake any other duties and responsibilities as may be assigned by your Line Manager or anyone else designated by the Chief Executive Officer, as necessary. To work in a flexible way to ensure that workload is completed and to undertake any other jobs commensurate with the seniority of the post.

### **3 Discretion to act**

To exercise discretion in the performance of the duties of the post, to use best practice and to ensure the effective and efficient use of resources.

Nothing in this Job Description is intended to authorise the post-holder to undertake responsibilities that belong properly to trustees and members of the Executive Management Team unless properly authorised to do so by the Chief Executive Officer directly or through an appropriate manager.

**4 Relationships and confidentiality**

To establish, maintain and enhance team-working with colleagues and staff of Nottinghamshire YMCA and to keep confidential all information about individuals and the business of Nottinghamshire YMCA. Any breach of confidentiality will be treated seriously and may lead to dismissal.

**5 Association ethos**

To support the Christian ethos and core values of the Association. The Association is committed to equality of opportunity and expects all staff and casual workers to abide by our Equality and Diversity Policy.

**6 Health and Safety**

To adhere to the Association’s Health and Safety policies.

**Line Management Responsibility:** No direct line management responsibilities

**Person Specification**

**Please ensure that you address all the requirements marked with an “A” in the final column as we will be looking for this information when Shortlisting.**

**Job Title: Complex Needs Worker**

<b>Area</b>	<b>Criteria</b>	<b>How Assessed *</b>
<b>1 Experience</b>	1.1 Proven experience of supporting people with multiple and complex needs	A, I
	1.2 Experience of working in a Supported Housing Project and effectively moving people on to more permanent housing options	A, I
	1.3 Experience of working in a physiologically informed way	A, I
	1.4 Experience of dealing with safeguarding issues and ensuring that safeguarding guidance is adhered to	A, I
	1.5 Experience of report writing and completing reports, compiling statistics, reporting performance etc.	A, I

<b>2 Skills and Abilities</b>	2.1 Ability to demonstrate an empathetic, professional and person-centred approach, in relation to issues pertaining to rough sleepers and homeless people with multiple and complex needs	A, I
	2.2 Ability to demonstrate and understand the importance of effective team working	A, I
	2.3 Ability to work with minimal or no supervision and use initiative	A, I
	2.4 Ability to problem solve	A, I
	2.5 Ability to support the Christian core values of the Association	A, I
	2.6 Willingness to undergo a satisfactory enhanced DBS check and to register with the DBS Update Service <b>OR</b> hold a satisfactory enhanced DBS check for the correct workforce <u>plus</u> existing registration for the DBS Update Service	A, I
	2.7 Ability to understand the needs of people from diverse backgrounds	A, I
	2.8 Ability to work with discretion, integrity and confidentiality	A, I
<b>3 Education/ Training / Qualifications</b>	3.1 Training relevant to supported housing and the client group	A, I
	3.2 3.2 Training relevant to working with clients displaying complex needs	A, I
	3.3 Excellent level of education (literacy, IT and numeracy)	A, I, D

**\*How Assessed** – (A) on application form, (I) at interview, (T) during a test, (D) from documentary evidence e.g. qualifications, driving license etc (relevant documents will be checked at the interview stage)

*YMCA Robin Hood Group is committed to promoting diversity and practicing equality of opportunity*

*YMCA Robin Hood Group is committed to the protection of children, young people and adults at risk*