



## JOB DESCRIPTION

<b>JOB TITLE:</b>	Resettlement Support Worker (Generic) (Appendix 1 – Varying duties)
<b>REPORTS TO:</b>	Deputy / Project Manager
<b>DIRECT REPORTS:</b>	None
<b>INDIRECT REPORTS:</b>	None
<b>LOCATION</b>	Project (Travel to Central Office & Projects)

### **GRADE SCALE:**

### **JOB PURPOSE:**

To successfully rehabilitate and reintegrate Service Users back into the community. To provide pathways, support and appropriate interventions to enable successful resettlements. Work with external partners, agencies and commissioners to achieve the desired outcomes of the service providing safer more integrated communities for all stakeholders.

### **AUTHORITIES:**

- Signing documents in conformity with the Authorisation Policy

### **ACCOUNTABILITIES:**

- The successful reintegration of service users into the community
- Accurate and up to date service user records and support plans
- Comply with any required standards or procedures as detailed in the Organisation's ISO9001 QMS.
- Achievement of KPI targets and personal objectives

### **KEY AREAS OF RESPONSIBILITIES:**

#### **SUPPORT SERVICES**

- Responsible for interviewing potential service users to assess their suitability and identify potential risks.
- Liaise with referral agencies and ensuring that vacancies are filled within an appropriate time scales and in-line with Penrose's Referral Policy and void targets are met.
- Ensure that service users are aware of their rights and responsibilities regarding welfare and benefits.
- Act as the primary RSW or Support Worker to named service users as designated by your line-manager
- Plan and co-ordinate individual support and resettlement packages for the Service User liaising with the appropriate agencies and care professionals to ensure successful delivery of the plans.

- Constantly ensure there is genuine engagement with the Service users using appropriate methodologies and inventions to encourage and support their engagement and progress towards greater independence and community integration.
- Encourage service users to participate in the running and development of Projects / Social Enterprise initiatives, training interventions, volunteering or work experience within Penrose
- Provide / arrange for various advice, advocacy and or information to service users in relation to physical health matters, substance misuse welfare benefits, education, employment and training, life skills and any other identified support needs

### **HOUSING / PORPERTY MANAGEMENT**

- To assist the Project/Deputy Manager in managing health & safety, maintenance, rent/charges collection, arrears and void control, across the team
- Sign up new service users with appropriate Tenancy Agreement following correct procedures. Assist them to take up occupancy of their room and provide them with induction, including information on the conditions of their tenancy, tenant's charter, Penrose policies and procedures and relevant local information in consultation with RSL's.
- Ensure that service users understand their rights and responsibilities regarding welfare benefits, and assist them in making their claims in order to maximise their income.
- Ensure that adequate records are kept of any action taken regarding a tenant's breach of agreement. In particular, to monitor the payment of rents, and to avoid and recover rent and service charge arrears.
- Assist service users with arrangements for moving into the property, ensuring benefits are applied for, utilities connected, maintenance problems resolved and that the property is properly furnished
- Carry out pre-void inspections of Penrose properties making arrangements with service users for replacement or repair of Penrose property.

### **LIAISON AGENCIES AND LOCAL COMMUNITY**

- Develop and maintain good community relationships within the local community, particularly with direct neighbours and other interested parties.
- Liaise with other agencies, ensuring that access to services is maintained and that information is accurately and promptly communicated to other relevant professionals and carers as directed by policy and good practice.

### **ADMINISTRATION**

- To complete reports (either electronically or written), including service user's support plans, case notes and other documentation for managers, members of the management board and other agencies, as directed by your line manager in a timely and accurate manner and in accordance with policy and procedure
- To input and extract information from computerised packages, client monitoring system, and other database systems.
- Collect and monitor payments of rents and service charges, deal with service users that are in arrears whilst liaising with housing benefit and DSS concerning direct pay
- To follow and adhere and ensure up to date knowledge to all Penrose's policies, procedures and rules at all times
- When requested to provide guidance and support to relevant workers, such as volunteers, students, etc..., in line with the relevant policy and procedure.
- Attend internal and external meetings and training as directed by your line manager

## **HEALTH & SAFETY AND ENVIRONMENT**

- Promote and encourage best practice in Health & Safety and Environment
- Take individual responsibility with other staff for the personal safety of all people working and/ or visiting the service especially in response to emergency situations
- Ensure all the organisations rules/policies regarding Health, Safety and the Environment are strictly adhered to and that safe working practices are adopted at all times and risk assessments are both carried out and followed
- Report any concerns relating to health and safety issues at the earliest opportunity to your line-manager

## **EQUAL OPPORTUNITIES**

- Ensure consistent and effective implementation of Penrose's Equal Opportunities & Diversity policy and procedures
- Positively promote an environment within Penrose which respects and values the diversity of both staff and service users.

## **Other Responsibilities and Duties as Required**

- Other responsibilities than those described above may be required to be undertaken from time to time and will be expected to be performed to as long as it is within the capability and level of the position.

*Please note that this job description is subject to change (following consultation) depending on the needs of the organisation.*

## Person Specification

### Resettlement Support Worker

Qualifications and Experience	Rating	Application Form	Interview
Appropriate professional qualification: NVQ / Diploma level 3 in Health & Social Care / Community Justice or professional equivalent	Essential	√	
Experience of working with offenders who may have mental health issues / substance misuse / challenging chaotic behaviours	Essential		√
On the job experience of drafting and agreeing support plans and providing appropriate interventions for service user and liaising with other professional to bring the plans to fruition	Essential	√	√
Clear evidence and experience of successful reintegration of clients into the community	Essential	√	√
Experience of providing housing support and practical assistance within a residential or outreach support role.	Desirable	√	√
Experience of void management	Essential		√
Knowledge	Rating	Application Form	Interview
Excellent understanding of the housing and social needs of offenders	Essential	√	√
Understanding and practical application of key legislation regarding social care, housing, criminal justice and mental health	Essential	√	√
Knowledge of Health & Safety and Equality legislation and practice	Desirable	√	√
Understanding and practical knowledge interventions of the social and societal marginalisation can be attached to people with mental health issues and offending behaviour	Essential		√
Skills and abilities	Rating	Application Form	Interview
Excellent and proven ability to form effective positive and motivational relationships	Essential		√
Excellent communication skills both written and oral with both internally and externally with outside agencies and bodies	Essential		√
Able to influence and negotiate positive outcomes with the clients and supporting professional bodies	Essential	√	√
Ability to maintain accurate records and write clear reports using bespoke software and branded packages	Essential	√	√
Sensitive to both clients and staff needs	Essential		√
Able to take part in a range of therapeutic / work focused groups	Desirable	√	√

## Competences

### Resettlement Support Worker

<b>Competency</b>	<b>Definition</b>	<b>Level</b>
Oral communication	Communicates in a way that is unambiguous using appropriate terminology and non-verbal communication, providing accurate data that influences and informs the recipient.	Level B - Can communicate with a range of people in a positive and inclusive manner which maintains their attention.
Written communication	Expresses ideas clearly in a well-structured manner, using correct grammar and appropriate terminology. Uses a variety of media.	Level A - Writes well-structured, error free written documents.
Sensitivity	Shows awareness of the diversity of those they work with and for and is aware of their own influence both. Recognises the impact of own behaviour on others.	Level B - Recognises, understands and responds to feelings and needs of others, even when they may be very different to their own.
Coaching and motivating	Directing and guiding others in the performance of their tasks. Establishing a spirit of working together to set and achieve goals.	Level B - Independently takes the initiative to provide direction, support and feedback, motivating another to take the agreed steps.
Teamworking/working with others	Contribute actively on issues/solutions even when the issue is not the responsibility of the individual.	Level A - Work with others internally and externally to deliver solutions/results.
Customer focus	Understand customer needs and requirements and act accordingly. Ensuring high level of service delivery to deliver customer satisfaction.	Level B - Actively investigates further needs of the client and demonstrates their desire to deliver the best to the client.
Results Orientation	Actively focused on achieving results and objectives.	Level A - Works purposefully to achieve objectives and tasks on time and as agreed.

## **APPENDIX 1**

(Forms part of the Resettlement Support Workers Job Description)

### Resettlement Support Worker – Varying Duties

#### Resettlement Support Worker – **Fairmount**

- Be aware of and ensure compliance to CQC standards as covered in the Projects operational procedures
- Responsible for the ordering and dispensing of service user medications and monitoring compliance. Responsible for the auditing of the medication cabinet to ensure that the levels are correct as per the manrex sheet, Liaise with outpatients departments to ensure service user compliance with depot etc.
- Conduct UDS screens on all service users on a regular basis and reporting outcomes internally and externally.
- Undertake breatherlizer tests on service users to monitor alcohol consumption in line with CTO requirements, reporting the outcomes internally and externally
- Responsible for conducting room searches (for illicit substances, offensive weapons etc..) in accordance with Penrose's policy and procedures
- Responsible for the online production of reports as per the CPA
- When required provide appropriate support to service users outside of the Project such as in hospital pending pre-discharge or due to re-call.
- Work with the Clinical Team to deliver clinical based groups for the service users.