

## **Job description**

|                    |                          |
|--------------------|--------------------------|
| <b>Job title:</b>  | <b>Engagement Worker</b> |
| <b>Reports to:</b> | Senior Engagement Worker |

### **Overall job role**

Working as part of a team The Engagement Worker provides a comprehensive service to customers/households in need of support to:-

- Engage with customers (Families) who have been identified as needing support to motivate them to change their lifestyle. This will require engagement with people who have refused other services, understanding and empathising with the issues they face, and working with them to get to a point where they recognise the need to change their lifestyle, are motivated to do so and are willing to engage with services to gain the support to do so.
- Undertake appropriate assessments with adults (families) to determine unmet support needs.
- To use the assessment process to identify services currently working with the individual or family
- identify and agree with the individual or family an agreed set of achievable and measurable outcomes

### **Key accountabilities**

- Engage Adults (Families) who have been identified as requiring support
- To particularly focus on engaging individuals and families who have failed to engage with other services to motivate them to change their lifestyle.
- To undertake in-depth assessment using a wide range of assessment tools to understand the root causes of the customers support needs.
- To develop jointly with the customer an action plan that addresses the root causes of the family's problems.
- To Facilitate or undertake appropriate interventions to meet needs and reduce dependency on services.

- To record all the information relating to the engagement, assessment and action plan to enable case management supervisions and management information to be generated.
- To collate a wide range of information relating to the customer's progress to support evaluation of the approach.
- Promote, and encourage customer involvement within the service and throughout the organisation.
- Liaise regularly with tenants' landlords and other agencies to facilitate access to support, e.g. Social Services, Probation Service, Health Service, employment and training agencies.
- Enable the customers to access community resources, and offer personal/emotional support.
- Record and monitor progress of each customer; regularly review the support contract including negotiating the exit strategy.
- Actively participate in achieving Key Performance indicator targets as set by the commissioners and Threshold's Board.
- Contribute to regular reports on the service as required.
- Build and maintain networks with other agencies to ensure the floating support services are promoted in other authorities and boroughs
- Provide temporary cover for colleagues as required.
- Participate in a rota system of shift duties, to ensure that service delivery is maintained in a consistent way, in the evenings, at weekends and on bank holidays.

**NB. This is not an exhaustive list; it is an indication of the nature of tasks to be undertaken.**

### **Additional team responsibilities**

All Threshold staff have a responsibility to:

- Abide by Threshold's values and corporate behaviours in all interactions with colleagues, customers, partner organisations and external agencies.
- Ensure that Threshold's administrative policies, specifically those on equal opportunities, confidentiality and data protection, are followed.
- Attend and contribute to regular team meetings and staff meetings.
- Participate in regular supervision sessions with the line manager.

- Participate in Threshold's performance management procedures, including interim and annual appraisal meetings.
- Participate in training and development events and activities as appropriate.
- Be adaptable to the changing needs of the organisation which may require developmental changes in skills in order to accomplish new activities.
- Undertake other duties as may be required, commensurate with this level of responsibility.

## **Competencies**

The competencies required for the role of Engagement Worker include the ability to:

- Work within a team environment, demonstrating flexibility and tolerance.
- Listen and communicate proactively with a diverse range of people both inside Threshold and externally.
- Behave consistently, demonstrating personal values and standards that complement those of Threshold.
- Remain confident and resilient when dealing with challenging situations.
- Relate to people with a self-assured and relaxed manner.
- Remain focused on delivering service outcomes to the agreed standards.
- Adapt and respond positively to change.
- Adopt a positive and creative approach to solving problems.
- Demonstrate awareness of equality and diversity.

## **Corporate behaviours**

All Threshold staff have a responsibility for demonstrating behaviours which are:

- Understanding
- Respectful
- Supportive
- Creative
- Co-operative
- Purposeful.

## Person Specification

|   | Essential                       | Desirable |
|---|---------------------------------|-----------|
| <b>Qualifications</b><br>Relevant NVQs in social welfare, health & safety   |                                 | √         |
| <b>Experience</b><br>Working in housing, social care or a related field<br>Working in partnership with other organisations and agencies<br>Working with vulnerable customer groups<br>Basic administration and record keeping   | √<br>√<br>√<br>√                |           |
| <b>Knowledge</b><br>Understanding of equality and diversity issues<br>Child protection, supported housing and homelessness<br>Welfare rights and benefits system<br>Health & safety in supported housing  | √<br>√<br>√<br>√                |           |
| <b>Skills</b><br>Communication and interpersonal skills<br>Build and maintain effective working relationships<br>Influencing and negotiation skills<br>Basic IT skills<br>Ability to organise own work and time   | √<br>√<br>√<br>√<br>√           |           |
| <b>Attributes</b><br>Attention to detail and accuracy<br>Able to maintain confidentiality<br>Forward thinking, positive attitude<br>Resourceful and innovative approach to problems<br>Proactive approach to new opportunities<br>Willingness to take responsibility for getting the job done to required standards<br>Persistence and determination<br>Able to work unsupervised | √<br>√<br>√<br>√<br>√<br>√<br>√ |           |
| <b>Personal circumstances</b><br>Able to travel around Greater Manchester area<br>Able to work unsocial hours (evenings and weekends and public holidays)   | √<br>√                          |           |