

Job title:	Engagement Worker
Reports to:	Senior Engagement Worker
Location:	Oldham or Tameside Refuge - TBC
Corporate behaviours, qualities and Values	<p>All Threshold staff have a responsibility for demonstrating behaviours which are:</p> <ul style="list-style-type: none"> • Manages expectations • Genuinely cares • Values differences • Builds trust and empathy • Enjoys work • Thinks innovatively • Challenges and learns • Makes things happen
Purpose of role	To be responsible for coordinating and providing a personalized, trauma informed support service to customers in line with Housing First principles.
Key accountabilities	<p>A commitment to the ethos of the Housing First principles</p> <p>Demonstrating a commitment to a non-judgmental, positive model of service delivery which is customer led.</p> <p>Demonstrating a commitment to new ways of working</p> <p>Demonstrating resilience in working with customers at their pace and in the way they choose to work</p> <p>Maintaining accurate, up to date records of progress against individual support plans, safety plans and outcomes information.</p> <p>Working with customers to find solutions to intractable problems</p>
Key relationships (internal and external) Representing the Group/customer care	<ul style="list-style-type: none"> • Peer level relationships with Statutory and non-statutory services • Landlords • Customers <p>The purpose of these relationships is to challenge barriers to customer progress, to collaborate in finding solutions, and to maintain a long term objective of sustainable outcomes for the customer.</p>
Responsibility for employees Motivation, guidance and line	None

management of staff.	May be responsible for peer mentors or volunteers.
<p>Summary of tasks/ functions</p> <p>Main job activities</p>	<p>Assist in building and maintaining a waiting list of applicants for the service.</p> <p>Work with customers to help them articulate their goals and aspirations offering personal, therapeutic and emotional support. The work will be informed by core Housing First principles.</p> <p>Liaise with Social Landlords, Private Landlords and Threshold Living to assist with the customer living in accommodation of their choice, including practical help with furniture, benefits advice, accompanied visits and liaison with landlords.</p> <p>Develop and maintain relationships with customers to enable person-centred support through regular contact including visits to their home and appropriate community settings.</p> <p>Provide support to help customers manage their own lives and their home to their full potential including dealing with benefits, budgeting and neighbour relations.</p> <p>Promote, and encourage peer involvement within the service.</p> <p>With customer agreement, liaise with other agencies to facilitate access to support including Adult Social Care, Criminal Justice services, Health services, employment and training agencies.</p> <p>Support the customers to access community resources including local women's centres</p> <p>Regularly review the person centred support plan to update, record and monitor progress of each customer.</p> <p>Actively participate in achieving key performance indicator targets as set by Threshold and the project steering group.</p> <p>Contribute to regular reports on the service and the service evaluation project as required.</p> <p>Build and maintain networks with staff from other agencies to ensure the Housing First pilot is widely known and promoted.</p> <p>Provide temporary cover for colleagues as required.</p> <p>If required, participate in a rota of duties, to ensure that service delivery is available in the evenings, at weekends and on bank holidays.</p> <p>NB. This is not an exhaustive list; it is an indication of the nature of tasks to be undertaken</p>
<p>Competencies</p> <p>Knowledge/ skills/ experience</p>	<p>Qualifications</p> <p>Relevant NVQs in social welfare, health & safety</p>

Experience

Working in housing, social care, criminal justice or a related field

Working in partnership with other organisations and agencies

Working with vulnerable customer groups

Working with women with complex needs

Basic administration and record keeping

Knowledge

Understanding of Housing First principles and philosophy

Understanding of equality and diversity issues with respect to people in receipt of services

Child protection, supported housing and homelessness

Criminal justice systems

Welfare rights and benefits system

Health & safety in housing support

Skills

Motivational interviewing

Communication and interpersonal skills

Build and maintain effective working relationships

Influencing and negotiation skills

Basic IT skills

Ability to organise own work and time

Personal resilience

Attributes

Focus on individuals inner resources

A non-judgemental attitude

Collaboration as equals

Able to maintain confidentiality

Forward thinking, positive attitude

	<p>Resourceful and innovative approach to problems</p> <p>Proactive approach to new opportunities</p> <p>Willingness to take responsibility for getting the job done to required standards</p> <p>Persistence and determination</p> <p>Able to organise own workload</p> <p>Confident and resilient in challenging situations</p> <p>Flexibility</p> <p>Able to travel around Greater Manchester area</p> <p>Able to work unsocial hours (evenings and weekends and public holidays)</p>
<p>Financial control</p>	<p>No financial responsibility, however, workers will be required to make applications to the personalization fund and follow company procedures for spending.</p>
<p>Responsibility for non-financial assets (properties, equipment, confidential records, computer systems, legal documents)</p>	<p>Ability to follow company procedures for maintaining confidential records.</p>
<p>Continuous improvement/ innovation</p> <p>Devising new methods, procedures, policies, programmes. Solving unique problems. Design of systems of forms, writing reports, interrogating a computer system for information, designing or contributing to training courses.</p>	<p>This role is primarily focused on delivery, for which there is a comprehensive suite of policies, procedures and management support; however, the postholder is required to engage in a culture of continuous improvement.</p> <p>This service is new and innovative and requires a forward thinking approach in order to challenge barriers or traditional ways of working, offering solutions in line with existing or emerging procedures.</p>
<p>Judgement/ decision making</p> <p>A measure of the demands made on the job holder's judgement and autonomy in carrying out the duties of the position. To what extent do decisions commit or affect the operation or influence of the organization?</p> <p>To what extent are the decisions restricted or guided by policy, management control, work practices, training, rules, precedent or referral?</p>	<p>This post holder will receive close supervision from their line manager, however, they are expected to be able to prioritise their own work, interpret and implement policy and procedure, and respond appropriately to customer circumstances.</p> <p>They are expected to have a strong sense of when to escalate an issue to their line manager.</p>

Other

This role requires a good level of technical knowledge and skills; however, it is the commitment to applying Housing First principles which is the most important requirement.