

<b>Job title:</b>	<b>Senior Engagement Worker</b>
<b>Reports to:</b>	<b>Services Manager</b>
<b>Location:</b>	Cavendish 249
<b>Corporate behaviours, qualities and Values</b>	<p>All Threshold staff have a responsibility for demonstrating behaviours which are:</p> <ul style="list-style-type: none"> <li>• Manages expectations</li> <li>• Genuinely cares</li> <li>• Values differences</li> <li>• Builds trust and empathy</li> <li>• Enjoys work</li> <li>• Thinks innovatively</li> <li>• Challenges and learns</li> <li>• Makes things happen</li> </ul>
<b>Purpose of role</b>	To be responsible for the day to day delivery of the Housing First contract and supervising the delivery of a service with a high level of fidelity to Housing First principles.
<b>Key accountabilities</b>	<p>A commitment to the ethos of the Housing First principles</p> <p>Compliance with Housing First principles.</p> <p>Achieving contract delivery targets.</p> <p>Ensuring that appropriate levels of data and stories are collected in order to inform monitoring and impact reports.</p> <p>Providing information and guidance to commissioners and other interested parties about Housing First.</p> <p>Providing an appropriate level of support and guidance to the staff team to ensure the wellbeing of staff and customers.</p> <p>Ensuring that mechanisms are in place for customers to contribute to the continuous improvement of Threshold Housing First.</p>
<b>Key relationships (internal and external)</b>  <b>Representing the Group/ customer care</b>	<ul style="list-style-type: none"> <li>• Commissioners</li> <li>• Peer level relationships with Statutory and non-statutory services</li> <li>• Landlords</li> <li>• Customers</li> <li>• Threshold/ Group Management team</li> </ul> <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>

<p><b>Responsibility for employees</b></p> <p>Motivation, guidance and line management of staff.</p>	<p>Engagement Worker BME Engagement Worker</p> <p>This postholder will be required to provide a high level of guidance, support and case management for the team.</p>
<p><b>Summary of tasks/ functions</b></p> <p><b>Main job activities</b></p>	<p>To undertake the management of a team setting up and delivering a frontline Housing First service.</p> <p>To be the first point of contact for guidance on service delivery which delivers a high level of fidelity to the Housing First principles.</p> <p>To ensure contract compliance</p> <p>To record all the information relating to the engagement, assessment and action plan to enable case management supervisions and management information to be generated.</p> <p>Prioritise and select customers for the service.</p> <p>To collate a defined range of information relating to the customer's progress to support evaluation of the approach.</p> <p>Be responsible for the current risk profile of your area of responsibility and be able to demonstrate you are managing the risks</p> <p>Promote customer led service delivery, and encourage customers to contribute to the continuous improvement of the service.</p> <p>Build relationships with landlords and other agencies with a view to improving the quality of wrap around support services and improve the long term sustainability of outcomes.</p> <p>Enable the customers to access community resources, and offer personal/ emotional support.</p> <p>Record and monitor progress of each customer; regularly review the support contract including negotiating the exit strategy.</p> <p>Actively participate in achieving Key Performance indicator targets as set by the commissioners and Threshold's Board.</p> <p>Contribute to regular reports on the service as required.</p> <p>Build and maintain networks with other agencies to ensure the services are promoted in other authorities and boroughs</p> <p>Provide temporary cover for colleagues as required.</p> <p>Participate in a rota system of shift duties, to ensure that service delivery is maintained in a consistent way, in the evenings, at</p>

	<p>weekends and on bank holidays.</p> <p><b>NB. This is not an exhaustive list; it is an indication of the nature of tasks to be undertaken</b></p>
<p><b>Competencies</b> <b>Knowledge/ skills/ experience</b></p>	<p>The Senior Housing First Worker must be able to demonstrate the Knowledge, skills and experience to lead and manage a team in the following:</p> <p>To have a knowledge of the local housing market</p> <p>To have a developed awareness of the causes and impact of domestic violence and abuse and the complex interdependencies of mental health and substance abuse and offending behaviour</p> <p>A creative approach to problem solving and experience of engaging those who are hard to reach.</p> <p>Promote the rights, responsibilities and independence of Service Users.</p> <p>Good verbal and written communication and active listening skills.</p> <p>Know when to seek assistance or supervision and how to engage meaningfully in planned supervision.</p> <p>Adaptability to changing and emerging needs of the organization.</p> <p>The key characteristics of staff working in a Housing First service include:-</p> <ul style="list-style-type: none"> <li>• Non-judgemental attitude</li> <li>• Collaboration as equals</li> <li>• A focus on the individual's inner resources</li> <li>• Reciprocity</li> <li>• A willingness 'to go the extra mile'</li> </ul> <p>These general skills must be combined with a high level of relationship skills – empathy, caring, acceptance, mutual affirmation, an encouragement of responsible risk taking, supportive and constructive challenge and positive expectation for the future.</p>
<p><b>Financial control</b></p>	<p>Delegated authority for planned spend up to £500.</p> <p>Ability to make decisions about, and manage the personalization fund in line with company financial procedures.</p>
<p><b>Responsibility for non-financial assets</b> (properties, equipment, confidential records, computer)</p>	<p>Ability to implement and oversee company procedures for maintaining confidential records.</p>

systems, legal documents)	
<p><b>Continuous improvement/ innovation</b></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><b>Judgement/ decision making</b></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 is expected to prioritise their own work, interpret policy guidance or advice and, acting under the direction of the Service Manager, direct staff in the implementation of systems of work or practices.</p> <p>Most decisions would be restricted or guided by policy, management control, work practices, training, rules, precedent or referral, however, Judgement is a key part of the role. Information has to be assessed and prioritised and acted upon appropriately.</p>
<p><b>Other</b></p>	<p>This role requires a detailed level of technical knowledge and skills; however, it is the commitment to Housing First principles which is the most important requirement.</p>