

Job Details

Health and Wellbeing Coordinator

Turning Tides

Turning Tides is a community led homelessness charity operating in Worthing, Littlehampton, Horsham, Mid Sussex and surrounding areas. A group of local Christians established the charity in 1992 as Worthing Churches Homeless Projects (WCHP) to help those sleeping rough in Worthing. Currently Turning Tides employs over 120 staff and 250 volunteers, helping hundreds of men and women, providing a wide range of services to support them towards a sustainable, fulfilling life within the community.

We operate a range of projects/functions:

- **Hub and Outreach Services**

- St Clare's Community Hub (Worthing)
 - Hub for multi-agency Rougher Sleeper's Team
 - In reach drug and alcohol and physical health clinics
 - Range of groups such as women's group, art, IT Junction and similar
 - Community Inclusion Team
 - Early Intervention and Assessment Team
 - Outreach, move on support and reconnection
 - Food/clothing donations coordination
- Littlehampton Community Hub
 - Advice & Assessment team
 - Community Inclusion team
 - Breakfast Club
 - Outreach Worker across Arun
 - Groups such as Skills workshops, Arun District Council Housing Drop in, Foodbank, and dedicated women's group in partnership with Safe in Sussex
- Horsham and Mid Sussex Services
 - Outreach Co-Ordinator
 - Outreach Workers
 - Winter Night Shelter Coordination
 - Weekly Hub in Horsham
- Multi-Disciplinary Team
 - Mental Health and Co-production Manager
 - Complex Needs Manager
 - Mental Health Worker
 - Alternative Response Team
 - Substance Misuse Worker
 - Substance Misuse and Wellbeing Worker
 - Women's Support Navigator
 - Safe Haven Worker

- **Lyndhurst Road Accommodation Service (Worthing)**
 - 34 bed emergency/assessment service
 - 24/7 double cover staffing
 - Shared office space for local statutory and Voluntary services
 - Harm minimisation and Psychologically Informed Approach

- **Recovery Project (Worthing)**
 - 25 bed CQC Registered Tier 4 substance misuse service
 - 24/7 staffing, double day and single night cover with waking night workers
 - Social Work Co-ordinator
 - Abstinence and harm minimisation

- **Byron and Manor Road Hostels (Worthing)**
 - 15 bed complex needs
 - 24/7 staffing, double day and single night cover with waking night workers
 - 14 bed move on hostel
 - Abstinence and harm minimisation
 - Psychologically informed approach

- **Move On Housing (Worthing, Littlehampton, Horsham and East Grinstead)**
 - 17 houses for move on and long term housing

- **Community Fundraising Team**
 - Organising regular fundraising events throughout the year.
 - Increasing our donor database
 - Delivering talks about the work of Turning Tides
 - Securing fundraising income as required to protect the provision of services
 - Educating the local community about homelessness

- **Co-ordination of 250+ Volunteers**
 - Mentoring and Befriending Scheme
 - Corporate Volunteering

Turning Tides remains determined to end local homelessness - a reality that can only be achieved through finding shared purpose with clients, other services and the wider community.

For further details go to www.turning-tides.org.uk

Health and Wellbeing Coordinator

This role has been funded by the Ministry for Housing and Communities and Local Government (MHCLG) Next Steps Accommodation Programme, in partnership with Mid Sussex District Council. It represents an exciting new opportunity to become a part of a new and much needed service in Burgess Hill. This service will provide Housing Led supported accommodation to meet the needs of rough sleepers, which are currently unmet in the area.

The Health and Wellbeing Coordinator will work to connect to services needed to support clients, including drug and alcohol, and physical and Mental Health services. The Coordinator will also focus on helping those who no longer require supported accommodation move into independent living, ensuring that they have the tenancy sustainment skills to thrive in their new accommodation and reduce the risk of a return to cyclical homelessness

Key Terms and Conditions

Hours:	22.5 hours per week
Pension:	All eligible staff will be auto-enrolled into a stakeholder pension scheme offered by Royal London upon commencement of employment. Upon auto-enrolment staff will receive a welcome pack.
Contract:	Permanent
Annual Leave:	25 days increasing 1 day per year up to 28 days (not including bank holidays) pro rata for part time

Summary of the Role

This is a new role, combining elements of substance misuse, physical and mental health alongside community inclusion to support clients' wellbeing. The aim is to ensure they have improved wellbeing and develop skills with support to maintain independent and stable accommodation. The post holder will be working with clients at our new service in Burgess Hill, delivering holistic, motivational and individually tailored support with a view to promote physical and mental well-being.

The role will facilitate contact with appropriate agencies and support services/networks within a period relative to the client's needs, supporting and advising clients and colleagues throughout the process. In particular this will include agencies related to health and housing. Working alongside clients to create support plans, the post holder will encourage personal wellbeing, community engagement, as well as helping clients acquire the skills needed for tenancy readiness and sustainment.

Reporting to

Housing Coordinator

Location

Burgess Hill

Key Responsibilities

Supporting Health and Wellbeing

- To collaboratively formulate risk and needs assessments with clients and other lead agencies involved in their support, making sense of distress and using a relapse prevention approach to talk about managing risk with the client.
- To offer evidence based, time limited interventions, this could include psychological education such as sleep hygiene, medications management, anger management and anxiety and depression work including group work with a therapeutic framework.
- To be able to skilfully obtain sufficient information that is based on available evidence, which is taken from client, health professionals, carers and relatives where consent is obtained,
- To ensure support planning is designed for ease of client understanding, collaboratively written, goal orientated, frequently re-visited and is consistent with the outcomes from comprehensive assessment. Support planning should involve other agencies to meet all areas of complex need.
- Support the development of PIE (psychologically informed environments) within the service, ensuring that clients receive individually tailored support, which integrates trauma informed care and strengths based practices.
- Identifies areas of risk and works towards harm reduction or emanating risk where possible, focusing on recovery.

- To support clients in making the transition out of support accommodation.
- To provide practical and emotional support to support clients' involvement in the local community, encouraging personal growth, resilience and independence so that each client can become integrated into their community

Liaison and Partnership

- To work in partnership with Mid Sussex District Council's Housing Options and Wellbeing Teams, alongside Turning Tides Outreach and Multidisciplinary services. To ensure that clients within the service are effectively supported to develop Pathways out of homelessness and to thrive within their local community.
- To support GP's and mental health teams in assessing and managing risk and supporting them in accessing the correct service to maintain client safety.
- To maintain good working relationship and clear professional communication with stakeholders, management and staff team
- To maintain close working relationships with other organisations, health care providers and community assets.
- To engage with a wide range of professionals on a daily basis with the ability to identify potential communication difficulties and adapt within scope of ability to communicate effectively, will be able to understand culture, background and preferred ways of communicating.
- To assertively engage clients using methods based on skills, knowledge and experience.
- To develop relationships with relevant statutory and voluntary providers, such as those related to housing and health.
- Be able to challenge in an assertive, yet sympathetic way, disruptive and/or unacceptable behaviour, doing so in a manner that balances needs of the individual alongside the safety of the services

Monitoring

- Participate in the staff review and development appraisal process.
- Attend regular supervisions and reflective practice.
- Maintain client database and monitoring systems including Turning Tides Inform database
- Complete quantitative and qualitative data when required for monitoring and evaluation purposes
- Deputise in the absence of the Housing Coordinator to ensure that compliance in areas such as health and safety and housing management tasks are maintained.

Compliance with Organisational policies and regulatory requirements

- Abide by Turning Tide's policies and procedures and regulatory requirements at all times and in particular:

- Health Safety
 - Adult and Child Safeguarding, Professional Boundaries
 - Confidentiality and Data Protection Act
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- Ensure all service policies and procedures are regularly reviewed and well embedded.
 - Play an active part in the development and implementation of organisational wide policies and procedures.
 - Work within the current information sharing protocols, utilising already established risk assessment processes and implement enhancements to information sharing that capture whole service user journeys.
 - Work closely with all agencies to obtain service user consent, to allow better information sharing and support management.

Equality and Diversity

- Promote and embed a proactive approach to equality and diversity – by example and approach.
- Undertake equalities impact assessments and reviews.

General

- Maintain personal development including participation in supervision and training.
- Undertake any other duties as may be required from time to time commensurate with your status and capabilities.
- Maintain at all times the values of Turning Tides.

Person Specification Health and Wellbeing Coordinator

This person specification lists the skills, knowledge and experience required. You should provide evidence, in the form of an example, that you meet each **short list criteria only** (this is marked “**S or S/I**” on the person specification) on **page 3** of your application form.

E = Essential criteria D = Desirable criteria
S = Short listing criteria I = Interview criteria

Criteria	E or D	S and/or I
Knowledge		
1. Awareness of welfare benefits, housing and homelessness law and policy	D	S
2. Awareness of alcohol, drugs and issues around addiction and relapse management and their associated interventions.	E	S/I
3. Good knowledge of mental health problems, including dual diagnosis.	E	S/I
4. An understanding of the Mental Health Act, Mental Capacity Act and CPA Process	D	I
5. Understanding of the recovery principles in Substance Misuse and Mental Health	E	S/I
6. Knowledge of creating Psychologically Informed Environments and providing Trauma Informed Care	D	S/I
7. Understanding of the principles and importance of community inclusion for those who have experienced homelessness	D	S
Skills		
1. Commitment to and good understanding of Equality and Diversity.	E	I
2. Ability to communicate with a wide range of professionals from various settings	E	I
3. Excellent communication skills including the ability to engage with clients experiencing a wide range of complex needs	E	I
4. Ability to produce well written information including qualitative and quantitative methodologies	E	I
5. Commitment to personal growth and extending own professional competence and knowledge.	E	I
6. Good computer literacy skills and ability to make effective use of systems.	E	S/I
Experience		
1. Experience in supporting clients with complex needs	E	S
2. Proven ability to develop effective partnerships with statutory and voluntary sector providers with the ability to advocate effectively at all levels on behalf of clients	E	S/I
3. Experience of providing support to those with substance misuse, mental health or physical health issues	E	S/I