

Job Details

Community Inclusion Worker

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 150 staff and 250 volunteers, helping hundreds of people, providing a wide range of services to support them towards a sustainable, fulfilling life within the community.

Turning Tides 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
 - Advice 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 Manager
 - Outreach Workers
 - Support Coordinators
 - Community Inclusion Workers
 - Mental Health Coordinator
- Multi-Disciplinary Team
 - MDT Managers
 - Mental Health Worker
 - Alternative Response Team
 - Substance Misuse Worker
 - Substance Misuse and Wellbeing Worker
 - Dual Diagnosis Worker
 - Mental Health and Trauma Coordinator
 - Staying Well Worker
 - Social Work Coordinator

- Housing First Team
 - Housing First Manager
 - Housing First Workers
- **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)**
 - 28 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)**
 - 18 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

Community Inclusion Worker Job Background

The Community Inclusion worker (CIW) works alongside specialist support at the Worthing Community Hub to focus on sustainable outcomes for Turning Tides clients within the local community, predominately homelessness prevention, tenancy sustainment and access to community groups and support. The CIW also has the capacity to provide an outreach service, to ensure the delivery of meaningful interventions in a safe and familiar environment.

The CIW will deliver this in a variety of approaches including involving volunteers and clients in the development and delivery of services and groups. The CIW will support clients to become peer mentors and be involved in co-production as well as running sessions such as daily Living Workshops.

The CIW will offer drop in's at other agency locations and tenancy sustainment support to clients in their accommodation. This includes areas such as benefits and housing matters, and working in partnership with Homelessness Prevention services such as local housing officers and other voluntary organisations for tenancy sustainment advice and support within Arun.

Key Terms and Conditions

Hours:	37.5 hours per week. Some flexibility may be required for out of hours work
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:	Fixed Term - 12 months
Annual Leave:	25 days increasing 1 day per year up to 28 days (not including bank holidays).

Summary of the Role

The Community Inclusion Worker will focus on the prevention of homelessness, including tenancy sustainment and seeking housing options, including leading on seeking and developing relationships with Landlords in the privately rented sector. To enable this the CIW will focus on developing a community inclusion offer including the development of initiatives such as befriending service and outreach groups. The CIW will also co-run drop in's at Worthing Community Hub, focusing on providing support to those that are vulnerably housed and have complex needs such as substance misuse or mental health issues.

Reporting to

Worthing Community Hub Manager

Location

Worthing, with some work in Littlehampton

Key Responsibilities

Worthing Community Hub

- Co-run drop in's at Worthing Community Hub, focusing on providing support to those that are vulnerably housed or at risk of homelessness, including completing risk management plans and strengths based support plans with clients.
- Complete daily records of support offered to clients on inform
- Offer daily living skills workshops at the community hub with support of volunteers and other local agencies
- Lead on supporting and developing Volunteers at the Hub, including befriending and mentoring volunteers, ensuring they can access advice and support from you where needed
- Maintain good staff and volunteer morale through good communication, ensuring attendance at relevant meetings and attendance at training opportunities.
- Collate and report on quantitative and qualitative data including numbers of clients sustaining independent living, over view of their need and support offered
- Complete referrals to relevant services and agencies that can assist clients in areas of need and follow up on response and outcomes of referrals

Supporting clients in the local community

- Assessing clients in preparation for move on and devising person centred support plans
- Lead on supporting clients to be referred to specialist services in the community to access support.
- Devise risk assessments with clients and ongoing risk management with clients
- Offer advice and practical support to clients about completing housing related forms in setting and sustaining tenancies and supporting clients to liaise with their landlords.
- To lead on finding and developing relationships with landlords in the private rented sector, ensuring that you display excellent communication skills to maintain these relationships.
- Advocating for clients where limited opportunities are available to ensure all housing offers and opportunities have been assessed and considered

Contacts and Networks

- Lead on attendance at relevant meetings focusing on community inclusion and drop in sessions at other local services
- Develop good relationship with Local Councils and agencies that can support and assist clients with a range of needs who present at the community hub
- Maintain relationships with agencies and Turning Tides staff
- Support all staff to achieve positive outcomes for clients
- Take every opportunity to involve clients in the design and delivery of services and to provide feedback on the quality of service provision, including working closely with Turning Tides Mental Health and Co-Production Manager, to further develop co-production in Worthing.

Compliance with Organisational policies and regulatory requirements

- Abide by Turning Tides' policies and procedures and regulatory requirements at all times and in particular:
 - Health and Safety
 - Adult and Child Safeguarding, Professional Boundaries
 - Confidentiality and Data Protection Act
- 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.

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 ethos of Turning Tides.

Person Specification Community Inclusion Worker

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 4** of your application form.

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

Criteria	E or D	S or S/I
Knowledge		
1. Good knowledge of welfare benefits, housing and homelessness law and policy	E	S
2. Good knowledge of alcohol, drugs and issues around addiction and relapse management	D	S
3. Awareness of therapeutic techniques and delivery on interventions	D	S
4. Good knowledge of Health and Safety, Safeguarding and Confidentiality	E	S
Skills		
1. Commitment to and good understanding of equality and diversity	E	S
2. The ability to forge effective working relationships in order to navigate and to create effective pathways to support clients with complex needs	E	S
3. Ability to communicate with a wide range of people using active listening skills to form healthy and constructive relationships	E	S
Experience		
1. Extensive experience of delivering support to vulnerable people	E	S

<p>2. Experience of providing therapeutic interventions to people in a community setting</p>	<p>E</p>	<p>S</p>
<p>3. Proven ability to work effectively within a partnership along with the ability to advocate effectively at all levels on behalf of homelessness clients</p>	<p>E</p>	<p>S</p>