

Job Title	Advice and Assessment Worker		
Team	St Clare's Community Hub	Reports to	Community Hub Manager
Department	Operations	Location	Worthing
Direct Reportees	¥/N	Flexibility for home working	¥/N
Budget responsibilities	¥/N		

Key Responsibilities

Supporting Vulnerable and Homeless Adults

- Assessing homeless and vulnerable adults and devising person centred support plans
- Supporting clients to be referred to Turning Tides specialist services such as Mental Health, Substance Misuse, and Social Workers
- Supporting clients to be referred to Turning Tides accommodation-based services and external accommodation/partner services, including and not limited to substance misuse services, domestic abuse service, mental and physical health services, housing providers.
- Devise person centred support plans with clients to manage and safeguard against risk.
- Offer support and advice to clients to liaise with Adur & Worthing Council and other local authorities on housing and homeless applications.
- Advocating for clients where limited opportunities are available to ensure all housing offers and opportunities have been assessed and considered.
- Supporting clients in making structured reconnection/relocation plans
- Maintaining the hub, Environmental health and compliance and Health and Safety. Supporting with the practical cleaning and organisation of the hub, setting up of sessions.

Contacts and Networks

- Attend local homelessness multi agency meetings.
- Develop good relationships with Local Authorities 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.

Worthing Community Hub

- Provide support to the operation of the drop-in sessions including maintaining a safe, clean, and welcoming physical environment. Setting up breakfast sessions, cleaning and supporting clients with onsite laundry
- Make an active contribution towards the development of the drop-in sessions where clients can access advice and support on housing, benefits and issues affecting their daily lives
- Supporting Client Engagement Volunteers during drop-in hours 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.
- Complete daily records of support offered to clients on in-house computer system (Inform), complete debriefs and other handover documentation where relevant.
- Collate and report on quantitative and qualitative data including numbers accessing the hub, over views of client needs 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.
- Be part of a rota with other staff to include occasional weekend and bank holiday working.

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
 - DPA and Data Management
- 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 in management approach.
- Participate in equalities impact assessment and review as required.

General

- Maintain personal development including participation in performance reviews and training.
- Undertake any other reasonable duties required by the management team.
- Maintain at all times the ethos of Turning Tides.

Specification

Candidates will be invited to interview based on the following criteria.

Knowledge and Experience

Criteria
Experience or understanding of the needs and challenges facing people who are or have been homeless.
Knowledge of trauma informed practices and working within a psychologically informed approach, with commitment to equality and diversity, being non-judgemental and person centred.
Commitment to personal growth and extending own professional competence and knowledge.

Skills and abilities

Criteria
The ability to forge effective working relationships to navigate and to create effective pathways to support for clients with complex needs, advocating where necessary and using motivational and de-escalation skills.
Ability to communicate with a wide range of people using excellent active listening skills to form healthy and constructive relationships.
Good computer literacy skills and ability to make effective use of systems. Efficient and timely record keeping

Specific Job Requirements

Criteria
Proven ability to work effectively within a partnership along with the ability to advocate effectively at all levels on behalf of vulnerable clients or those with multiple disadvantages.