



Waythrough

Job Description

Job Title:	Complex Needs Worker
Job Grade:	A3
Reports to:	Team Manager/Service Manager
Direct reports:	N/A
Clearance required:	Enhanced DBS
Key stakeholders:	Service users, multi-disciplinary team members, family members, Service Managers, Area Managers.

Workplace values

The post holder will be expected to live our workplace values which are:

- Kindness - Be generous, caring and compassionate
- Courage - Be bold, trust, commit
- Respect - Everyone deserves dignity

Job Purpose

Working as part of a wider team to deliver targeted housing support and street outreach services, this role focuses on individuals experiencing entrenched rough sleeping and multiple disadvantages. The role will provide intensive, person-centred support to address complex needs, enable engagement with services, and support individuals to move away from the streets towards sustained housing recovery and independent living.



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Key accountabilities:

1	Support the Team Manager and work with other team members in delivering a high-quality person-centred service.
2	Complete and review robust Risk Assessments and Risk Management Plans, informed by referral and needs assessments. These should identify risk levels and factors, as well as strengths and assets that can support individuals to reduce risk.
3	Build therapeutic and trusting relationships with service users and use active strategies to facilitate change.
4	Specialise in the delivery of outreach services for adults who are currently sleeping rough or at risk of doing so.
5	Work effectively with partners and stakeholders to ensure the right interventions are offered in the right way at the right time to maximise engagement and outcomes.
6	Lead on Multi-Disciplinary Team (MDT) meetings to coordinate holistic, person-centred support packages, ensuring effective collaboration between services to meet the complex needs of each individual.
7	Support Service Users to live independently within the community and achieve sustained recovery by supporting Service Users to achieve economic wellbeing, participate in education, training or other learning activities, develop or sustain a healthy and safe lifestyle and make a positive contribution to society.
8	Record case notes, input information onto the database promptly, and maintain any other relevant management information systems as required, to ensure effective case management and assist with monitoring and evaluation of service delivery.



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9	Operate closely with appropriate agencies and identified support mechanisms to co-develop strengths-based, needs-led exit strategies. Provide aftercare and follow-up support to help people continue building and embedding positive change.
10	Identify and prevent potential harm to service users and others by following local and organisational safeguarding guidelines, including referral to and engagement with relevant safeguarding authorities
11	Be part of an Outreach rota, alongside key Outreach services and Navigators, working with key stakeholders at identifying entrenched rough sleepers and supporting them into accommodation and to access holistic support.
12	Work as part of a team providing cross provision/ service support where reasonable and attending regular team meetings.
13	Undertake continuing professional development including participating in supervision, performance reviews and attending training as/when required .
14	Work in accordance with all relevant legislation, policies & procedures and guidelines – both internal and external.
15	Keep abreast of policy and professional development within your area of professional expertise.
16.	To promote, adhere to and live our workplace values of being honest, committed and inventive.

This Job Description is not definitive and outlines key accountabilities – colleagues are expected to be flexible regarding their accountabilities and will from time to time be asked to carry out other duties to ensure achievement of company goals.



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Person Specification

Technical/ Professional Qualifications	Essential or Desirable
NVQ Level 3 in Health & Social Care (or equivalent relevant subject)	E
Level 4 Diploma or relevant qualification, or a willingness to work towards one, in a related field such as: Health & Social Care Social Work Mental Health Psychology Substance Misuse Housing or Homelessness-related studies	D
Skills	Essential or Desirable
Proficient in Microsoft Outlook Office programmes	E



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Person Specification

Well-developed oral and written communication skills including report writing.	E
Ability to adapt working practice to needs of service users	E
Knowledge/ Previous Experience	Essential or Desirable
Experience of working with homeless clients	E
Experience of, and ability to, manage a caseload of service users	E

Ability to work with adults who have multiple needs and those who are vulnerable.	E
Experience of completing service user assessments including comprehensive risk assessments and support plans.	D
Knowledge and understanding of safeguarding issues for children and vulnerable adults.	E
Understanding of and ability to implement and monitor risk assessments.	E



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Person Specification

Experience of multi-agency working with a wide range of external partners.		D
Experience and/or understanding of maintaining confidentiality and working within professional boundaries.		E
Competencies		
Lead and Inspire	Defines the future direction of Waythrough through identifying current and future challenges and longer-term opportunities.	
Create and Innovate	Takes a solutions-focused approach to the challenges we face as an organisation. Looks at new ways of working and responding innovatively with new ideas or developing current approaches to meet organisational needs.	
Developing Our Talent	Creates a positive and supportive environment in which individuals can grow and develop enabling them to realise their full potential.	
Impactful Communication	Shares information and presents ideas or themes clearly and convincingly so that others see us as open, transparent and credible, and want to engage with us.	
Delivering Results and Achieving Greatness	Focuses on our individual drive and personal focus to succeed in delivering against our key business objectives and targets.	



Person Specification

Service Excellence	Continues to build on Waythrough's reputation within the industry, becoming a "provider of choice" recognised by external bodies as meeting the diverse needs of our customers and delivering the highest standards of service delivery.
Working Together	Defines how we work with each other and our customers, partners, commissioners and stakeholders.