

**One25 Job Description**

# **Role:** Golden Key service Coordinator (Vulnerable Women)

# **Reports to:** One25 Services Manager & GK Services Manager

# **Direct reports**: None

# **Budgetary responsibility**: None

**Location:** St Pauls, Bristol

**Job Purpose:** The job purpose is to engage and support the client group in leading their journeys, and to maximise their choice and control over the support they receive. The post holder will work with the range of agencies to achieve practical coordination and brokerage of specialist and mainstream services for clients. Working with Golden Key and other agencies, they will identify and help challenge blocks in the system, find creative solutions for clients, share learning and help influence change in the way agencies provide services for the client group.

**Job Accountabilities:**

* To engage and support clients with multiple disadvantages in leading their journeys, and to maximise their choice and control over the support they receive. Working with a caseload, undertake proactive work across Bristol to engage and build trusting relationships with clients, and develop a full understanding of their backgrounds, current situation, their priorities, needs, hopes and ambitions.
* Provide a single consistent point of contact for the client and agencies working with them. Support each client in leading their journey at a pace that is right for them, and review progress with them on a regular basis. Apply a positive risk management approach to working with clients, finding creative ways to work safely with individuals.
* On behalf of each client, administer a small personal budget for clients to spend on items of their choice in order to help facilitate them in making changes in their lives.

Respond flexibly to clients, meeting at times and locations chosen by them.

* Work closely with peer volunteers to achieve a coordinated approach to supporting clients. Enable clients to build contact and increase use of services, increasing their choice and control.
* Advocate on behalf of clients and achieve practical coordination and brokerage of specialist and mainstream services and support to provide timely and responsive personalised interventions. This will involve working in collaboration with existing staff in other agencies.
* To participate in the Golden Key approach to ‘action learning’ and help influence change in the way services are designed and delivered in future. To be part of a team developing a range of research and learning activities focussed on building long term sustainable changes to the systems that support clients with multiple disadvantages.
* Work within Information sharing protocols to ensure information is stored and used in line with data protection legislation. Work closely with all agencies to obtain client consent, to allow better information sharing and coordinated support.
* Abide by both One25’s and Second Step’s operational policies and in doing so Ensure Safeguarding of Vulnerable Adults and Children legislation and protocols are adhered too.
* Record client contact, progress and outcomes, help to analyse client data, and meet all reporting requirements.
* Supporting Golden Key System Change objectives through research, learning and evaluation activities. Record blocks, barriers and examples of ‘good practice’ observed whilst working alongside clients. In addition, participate in the Golden Key approach to ‘action learning’ and help influence change in the way services are designed and delivered in future. Aligned with this spend agreed allocations of time developing and recording specific work activities relating to capture learning to support Golden Key programme aims.

**Measures for the role:**

* Demonstrable ability to manage different work areas including a caseload of active clients and a variety of other activities relating to Golden Key research and learning
* Build and maintain complex long and short-term relationship through different models of engagement. Enabling clients to sustain their engagement in services and to pursue their hopes and ambitions
* Proactive involvement and engagement in all identified work activities.
* Reaching clients farthest from services who face multiple exclusions through direct engagement or via coordination and liaison with specialist services.
* Brokerage and coordination of services chosen by clients.
* To actively engage in the implementation of creative and innovative approaches to addressing identified blocks and barriers
* Monitoring, recording, reporting and sharing of learning and impact

**Any Other Responsibilities**:

* Any other duties the manager considers appropriate.
* To outside of officer hours at manager’s request.

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Qualifications** | Educated to A level or equivalent | Educated to degree level or equivalent  Relevant professional qualification e.g. social work, nursing, mental health of equivalent |
| **Knowledge** | Knowledge and understanding of a person-centred approach and employing psychologically informed practice (PIE)  A proven knowledge and understanding of the care and support requirements of people with complex and multiple needs relating to homelessness, mental health, offending, drugs and alcohol  Understanding of vicarious trauma and self-care, and methods to reduce impact on self and team  Knowledge and commitment to implementation of safeguarding policies and procedures  Good understanding of boundaries and confidentiality | Knowledge of voluntary and statutory sector services supporting people with multiple and complex needs  Knowledge of the impact of street sex work  Understands the wider environment in which the team operates and how individual roles contribute to One25’s strategic goals    Good understanding of data protection and GDPR |
| **Skills** | Ability to engage hard to reach service user group and sustain often emotionally demanding and challenging casework relationships, whilst maintaining boundaries  Ability to build strong relationships with partner agencies, influencing and advocating across professional disciplines using evidence and practice to improve outcomes for women  Able to communicate effectively with people at all levels in person and through written communications and reports  Ability to plan, organise and deliver work to meet individual, team and organisational objectives and deadlines  Ability to use IT systems including proficient user of Microsoft Office (or equivalent package), with a good knowledge of Word and basic knowledge of Excel and PowerPoint. Also to use email and the internet  Ability to accurate record cases and input on database  **Strong engagement skills, demonstrating flexibility and persistence in engaging clients using a variety of strategies**  **Ability to think creatively in order to find non-traditional ways of addressing issues faced by client group**  **Ability to utilise observational skills to critically evaluate what works and what doesn’t**  **Negotiation and client advocacy skills**  **Influencing skills** |  |
| **Experience** | Significant experience of working with vulnerable women with complex and multiple needs relating to at least two of the following: mental health, drug and alcohol, homelessness, offending and knowledge of the impact of street sex work.  Experience of working in multi-disciplinary teams and with multiple agencies  **Proven experience of outreach or floating support work, demonstrating persistence and flexibility and a range of strategies in successfully supporting clients to engage voluntarily**  **Experience of working proactively and autonomously within an agreed framework** | Previous experience of working in the voluntary sector  Experience of working with women involved in street sex work  **Experience (professional or personal) and interest in community development and social change**  **Experience or knowledge of research or evaluation processes**  **Experience of facilitating training, workshops, meetings** |
| **Competencies/behaviours** | Able to work independently with good understanding of risk assessment and safety procedures  Confident and able to think on their feet and react decisively in pressurised situations  Able to be empathetic, reflective, objective and have a resilient disposition with effective self-care  Requirements for all One25 staff  Continually seeks to improve performance organisationally and personally  Ability to form and maintain good working relationships with colleagues  Works well under pressure and plans, organises and manages workload to meet objectives and deadlines  Able to be an ambassador for One25 externally and across internal teams  A willingness to get the job done  Promotes effective team working and supports team work across immediate and wider One25 teams  To operate in line with One25’s core competencies and values:  Core values:   * Person-centred * Justice * Unconditional love * Non-judgemental   Core behavioural competencies:   * Working with Others * Communicating * Organisational awareness * Learning and growth * Planning and delivery of work * Motivational leadership   Able to actively demonstrate and communicate a willingness to work within and support the clear and inclusive Christian ethos  **Openness to working in a dynamic and changing environment in which an ability to hold uncertainty is required** |  |
| **Other** | This post is open to women only  Undertake some work outside of core working hours such as: present and speak at public events on behalf of One25 in order to raise awareness regarding service users and their complex lives  Driving Licence and access to a vehicle  **Commitment to co-production with service users and peer led approaches** |  |

**Manager signature: Employee Signature:**

**Date: Date:**

**Date last reviewed:**