



Job Description

Role:	Housing Caseworker (Female)
Reports to:	Services Manager
Direct reports:	None
Budgetary responsibility:	None
Location:	St Pauls, Bristol

Job purpose: The purpose of this role is to provide specialist support to street sex-working women, in the community, enabling them to find and maintain safe and appropriate accommodation. This will reduce the vulnerability of women and support them to achieve their goals. She will work closely with relevant partner agencies, will be responsible for her own caseload on a daily basis and will work alongside volunteers to deliver services of a high quality.

Job accountabilities:

- To support women to find and maintain safe accommodation by advocating on their behalf and providing practical and emotional support. Working in partnership with support agencies, (housing providers, local authority, legal support services) and provide crisis prevention support.
- Ensure service users are receiving all benefits they are entitled to, supporting them with applications/appointments and advocating for them if necessary. Support service users to open bank/credit union accounts to manage their own cash and to apply for any grants they may be entitled to.
- Collect and record monitoring and evaluation information and input into One25's client database. In addition, liaise with fundraisers to input into fundraising applications and reports as necessary.
- Maintain good working relationships and local working partnerships ensuring a robust multi-agency approach to bring about the best possible outcomes for service users.
- Note and feed back to other agencies any barriers to accessing services that One25 service users are experiencing. Plan and deliver training to external agencies.
- Work with One25's casework team, liaise with the Services Manager according to One25's pathways of Care and contribute to wider organisational aims.
- Prepare person centered support plans taking into account the needs and risks of service users, ensure Safeguarding of Vulnerable Adults and Children legislation and protocols are adhered to.
- Any other duties the manager considers appropriate.

Measures for the role:

- Reduce repeat homelessness for women, developing trusting relationships to enable progress and strong advocacy with housing providers.
- Maintaining a tenancy e.g. managing utilities, debt, service charges/HB.
- Access to safe accommodation e.g. temporary accommodation through the Housing Pathways.
- Attend external meetings presenting and advocating for women to a high standard to enable pathways for the women.

Any other responsibilities:

- Take part in some One25 outreach and be on the Outreach On-Call rota.
- To be able to cover drop in at times during staff shortages
- Any other duties the Manager considers appropriate.
- To work outside office hours at managers request.

Personal Specification

	Essential	Desirable
Qualifications	Educated to A Level or equivalent	Educated to degree level or equivalent experience Relevant professional qualification e.g. social work, nursing, mental health of equivalent
Knowledge	<p>Knowledge of housing and homelessness issues, physical and mental health issues, and a good knowledge of services</p> <p>Knowledge and understanding of the nature and impact of addiction</p> <p>Knowledge and understanding of a person-centred approach and employing psychologically informed practice (PIE)</p> <p>Knowledge of Adults at Risk and Safeguarding Children legislation and protocols</p>	<p>Knowledge of other voluntary and statutory sector services supporting people with multiple and complex needs</p> <p>Knowledge of the impact of street sex work</p> <p>Understands the wider environment in which the team operates and how individual roles contribute to One25's strategic goals</p> <p>Good understanding of GDPR, data protection and</p>

	<p>Understanding of vicarious trauma and self-care, and methods to reduce impact on self and team</p> <p>Good understanding of boundaries and confidentiality</p>	confidentiality
Skills	<p>Ability to engage hard to reach service user group and sustain often emotionally demanding and challenging casework relationships, whilst maintaining boundaries</p> <p>Ability to build strong relationships with partner agencies, influencing and advocating across professional disciplines using evidence and practice to improve outcomes for women</p> <p>Able to communicate effectively with people at all levels in person and through written communications and reports</p> <p>Ability to plan, organise and deliver work to meet individual, team and organisational objectives and deadlines</p> <p>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</p> <p>Ability to accurately record cases and input on database</p>	Ability to develop and deliver interventions to women with multiple and complex needs in response to changing needs of individual cases

<p>Experience</p>	<p>Significant experience in an equivalent role</p> <p>Experience of working in multi-disciplinary teams and with multiple agencies</p>	<p>Previous experience of working in the voluntary sector</p> <p>Experience of working in a job share</p> <p>Experience of working with women involved in street sex work</p>
<p>Competencies/Behaviours</p>	<p>Able to work independently with good understanding of risk assessment and safety procedures</p> <p>Confident and able to think on their feet and react decisively in pressurised situations</p> <p>Able to be empathetic, reflective, objective and have a resilient disposition with effective self-care</p> <p>Ability to be able to engage a hard-to-reach service user group and sustain often emotionally demanding and challenging casework relationships</p> <p>Able to be empathetic, reflective, objective and have a resilient disposition with effective self-care</p> <p><u>(Requirements for all One25 staff</u></p> <p>Continually seeks to improve performance organisationally and personally</p> <p>Ability to form and maintain good working relationships with colleagues</p> <p>Works well under pressure and plans, organises and manages workload to meet objectives and deadlines</p>	

	<p>Ability to be an ambassador for One25 externally and across internal teams</p> <p>A willingness to get the job done</p> <p>Promotes effective team working and supports team work across immediate and wider One25 teams</p> <p>To operate in line with One25's core competencies and values: Core values:</p> <ul style="list-style-type: none"> • Person-centred • Justice • Unconditional love • Non-judgmental <p>Core behavioural competencies:</p> <ul style="list-style-type: none"> • Working with Others • Communicating • Organisational awareness • Learning and growth • Planning and delivery of work • Motivational leadership <p>Able to actively demonstrate and communicate a willingness to work within and support the clear and inclusive Christian ethos</p>	
<p>Other</p>	<p>This post is open to women only</p> <p>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</p>	<p>Driving Licence and access to a vehicle</p>

Manager signature:

Employee Signature:

Date:

Date:

Date last reviewed: