**Advice & Support Service – City Hub Advisor**

**January 2019**

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| **Job title:**  **City Hub Advisor** | **Team:**  **Advice & Support Service** |
| **Accountable to: AST Senior Personal Adviser** | **Line managing: None** |
| **Salary: £28,199**  **Pension**: (5% employer contribution conditional on min. 3% employee contribution) | **Hours: 35 hrs per week** |
| **Disclosure: Enhanced** | **Contract: 12 Months fix term** |

**Tackling the root causes of homelessness in East London**

For homeless people, or those at risk of homelessness, finding employment and housing opportunities can feel like an uphill battle; many individuals face extensive barriers to their wellbeing, often arising from complex health related support needs, including both physical and mental health. So too there are often individuals with high levels of support needed around substance misuse. Working with more than a thousand homeless and vulnerably housed people every year in East London, offering an integrated service of crisis support, advice, recovery and learning and training programmes, we in Providence Row understand this and will do all we can to help individuals overcome these challenges.

Our aim is to ensure that people gain the support and opportunities they need to create a safe, healthy and sustainable life away from the streets regardless of the support needed to do this; all individuals matter and we strive to ensure that everyone has access to safety and services to help their wellbeing. To direct this our work is based upon five core values;

* Compassion
* Respect
* Inclusiveness
* Empowerment
* Justice

These values drive every aspect of our service delivery, and we work to ensure they are upheld not only through our organisation but across the sector with everything we do.

**City of London**

Last year Central Government unveiled an ambitious plan to end Rough Sleeping. As part of this they awarded additional support to Local Authorities with high levels of Rough Sleeping, but with commitments to delivering innovative and impactful services to help ensure that individuals receive the support they need to move into safe, sustainable, accommodation and move away from the dangers of residing on the streets.

As part of this we worked closely with the City of London to devise and develop an ambitious, and innovative, new role to support those sleeping in the City in a different way and impactful manner.

The City poses a series of challenging, and complex, scenarios for rough sleepers due to it’s primary nature not being residential. Working in partnership with the local authority, other voluntary agencies and the MHCLG we are committed to helping to overcome these barriers in order to support vulnerable individuals into safe, and sustainable, lives away from the street.

**The role**

Embedded in the Dellow Centre, our open access provision just over the border from the City of London, you will be an active part of our current advise and support team.

You will be expected to work with individuals either verified as Rough Sleepers within the City of London by the commissioned outreach team, or with those presenting to our services stating that they currently sleep within the square mile.

In order to support the achievement of the service aims, the City Hub Advisor will:

1. **Deliver excellent support to people who will be, or are at risk of rough sleeping in the City of London, consistent with the values of Providence Row of respect, compassion, empowerment, justice and inclusion. (50%)**

* Facilitate monthly assessment hubs in conjunction with the City of London Outreach Team providing intensive casework support to an average 10-12 clients during the hubs delivery
* attend Outreach shifts with the City of London
* Manage a caseload of City of London rough sleepers
* Work with other agencies to provide joint support to clients where appropriate
* Liaise with relevant partners to accept and assess new client referrals into the service based on the agreed criteria.
* Create and deliver dynamic and person centred casework for individuals, focusing on rapidly supporting individuals into suitable accommodation
* Support in enabling access to specialist services which will address the underlying causes of their homelessness, ensuring that ongoing placements are sustainable and individuals do not have to face the dangers of rough sleeping again

This will include:

* + - Proactively researching and sourcing accommodation options for rough sleepers in various different presenting situations
    - Delivering complex and challenging messages to clients regarding the dangers of rough sleeping
    - Helping with benefits and other money issues
    - Reconnecting to a different country or community
    - Accessing mental health or substance misuse services
    - Linking clients to primary health care (which may involve working outside of normal office hours)
    - Regularly meeting with clients; balancing projected aims with a person centred manner
    - Work with other agencies to provide joint support to clients where appropriate

1. **Ensure that all recording, evaluation and monitoring systems are used to demonstrate the impact of our work. (25%)**

* Record accurate data using the charity’s client database
* Provide information and evidence to Managers to fulfil internal and external reporting requirements
* Participate in reviews and evaluations of work, reflecting on practice and continuously improving service delivery

1. **Promote the services of Providence Row through partnership working, networking and promotion of our work, building confidence and credibility in our work (15 %)**

* Liaise with partners and key agencies to ensure that client action plans are met consistently and professionally
* Attend meetings with relevant agencies and undertake visits to services which will support successful client work.
* Participate in the promotion of the service to clients and key referring agencies, including providing input to promotional materials, making presentations about the service, disseminating literature etc.

1. **Contribute to the delivery of the Advice and Support Team Service according to business and operational plans, funding and budgetary requirements (10 %)**

* Ensuring that Providence Row reflects the strengths, goals and aims of it’s workers by supporting in the charity’s planning process each year, contributing to the continuous improvement of the Team.
* Leading good practice and supporting in developing this throughout the organisation
* Participate in learning and continuous professional development which will meet both individual and business needs.
* Contribute to review, improvement and implementation of Providence Row policies, procedures and systems, ensuring legal compliance and best practice.
* Work alongside volunteers with the role of adding value to the work of the service, providing supervision and support where necessary

**Other Duties**

* Take on occasional pieces of work as agreed between the Personal Advisor and the Advice & Support Service Manager as required
* Attend evening and weekend meetings and functions as required.
* Work in accordance with the Charity's values, guiding principles, policies & procedures.

**The ideal candidate**

Passionate about providing quality support to some societies most vulnerable and excluded, you will have the drive and ambition to make positive lasting changes in people’s lives, and within the sector.

You have extensive experience of delivering specialist support to vulnerable adults, with demonstrable impact. You will experience in service delivery and a strong understanding of how other factors such as rough sleeping and mental health issues affect an individual’s confidence and perceived ability to progress, you will live out our values in your approach to your work. You will have a demonstrably high level of personal effectiveness, including sourcing innovate and creative solutions for individuals.

You utilise your great organisational and time management skills to ensure a smooth running of service; you will have demonstrable experience of operating within fast paced, and chaotic, environments to great effect

You communicate with a range of stakeholders, across a range of mediums, to an extremely high standard; tailoring your communication to suit the situation.

You create positive working relationships with a wide range of people, focussed on solutions and meeting projected aims.

**Person specification**

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| **Knowledge and Experience** | |
| Knowledge and an understanding of a range of approaches to key working and case working with service users and the implementation of different agendas, such as personalisation, motivational interviewing and solution focused planning. | Essential |
| Experience of working with rough sleepers and the relevant legislative frameworks | Essential |
| Knowledge of the duties owed to the homeless under Part VII of the Housing Act 1996 and the Homelessness Act 2002, and the Homeless Reduction Act 2017 | Essential |
| Experience of managing challenging behaviour | Desirable |
| Ability to work in partnership with other staff (both internally and from external organisations) to achieve good results with clients | Essential |
| Understanding and experience of working within professional boundaries | Essential |
| Excellent IT skills | Essential |
| Excellent verbal and written communication skills | Essential |
| Excellent time management skills and the ability to work to deadlines | Essential |
| **Attributes** | |
| The ability to take responsibility for professional development, attending training and development sessions to keep up to date with current housing issues and topics related to the post and to attend training in order to develop skills and competency. | Essential |
| **Competencies** | |
| Takes the time to understand difficulties without pre-judgement and with a view to overcoming them (Compassion) | Essential |
| Exercises the same degree of consideration and care for all those who come to Providence Row, whatever the reason (Respect) | Essential |
| Welcomes and seeks to involve everybody, whatever their background, presenting issues, ethnicity, nationality or faith (Inclusiveness) | Essential |
| Works *with* people, not *for* people, to enable them to realise their gifts, abilities and talents (Empowerment) | Essential |
| Acts fairly and promotes justice within the organisation and in relation to the needs and rights of people who use our services (Justice) | Essential |

**Team description**

Providence Row’s Advice & Support service works with rough sleepers and those at risk of homelessness in the London Boroughs of Tower Hamlets and the City of London.

Our service is on the front line of both homelessness prevention and the local response to rough sleeping. Beginning with the volunteer led triage assessment process that begins in our Welcome Area, clients are allocated according to specialisms in the team covering preventative work and support for rough sleepers. The Team is comprised of 7 staff under the guidance of the Advice and Support Services Manager. The main emphasis in the service is to do everything possible to move people into appropriate accommodation in a borough, community or country in which they have rights and entitlements to services. This work is often done in partnership with other organisations, some of which are funded to help people move away from a life on the streets or which may operate in other sectors such as health.

Maintaining the quality standard achieved through the award of AQS status in 2017

We are looking for enthusiastic people who are keen to play a crucial role in engaging the people we work with to access services that will help them get off and stay off the street.