

Hospital Liaison Homelessness Case Worker

Job title: Personal Adviser – Hospital Liaison Case Worker	Team: Routes to Roots (Advice & Support Team)
Accountable to: Senior Personal Adviser Routes to Roots	Line managing: None
Salary: £25,000 Pension: Auto enrolment after 3 months	Hours: 35 hr week
Disclosure: Enhanced	Contract: Permanent

Team Overview

This acclaimed project between Providence Row, and The Royal London Hospital prevents patients from being discharged from hospital back onto the streets. It also improves the health and wellbeing of homeless people in East London, leading to reduced instances of mental-ill health, poor physical health and substance misuse.

The Routes to Roots project was established in partnership with The Hospital Pathway Team at the Royal London Hospital (RLH) in October 2013. The project supports vulnerable and often very unwell people to prevent them from being discharged back onto the streets at the end of their treatment. Through advice and support from our dedicated and experienced team, people's housing, financial and health situations are improved and their long term prospects for recovery and a sustained life away from the streets is greatly enhanced. The project has been instrumental in reducing A&E and hospital readmissions for this group alongside sustainment of accommodation.

The team consists of a Senior Personal Adviser and two Personal Advisers and is based out of Providence Row Charity with client facing time spent in Royal London Hospital.

The role

In order to support the achievement of the service aims, the Personal Adviser - Routes to Roots will:

- 1. Deliver excellent support to people who will be, or are at risk of rough sleeping upon discharge from hospital, consistent with the values of Providence Row of respect, compassion, empowerment, justice and inclusion. (50%)**
 - Liaise with relevant partners to accept and assess new client referrals into the service based on the agreed criteria.
 - Agree plans, in conjunction with clients, to move into accommodation and access specialist services which will address the underlying causes of their homelessness.

This may include:

- Advice and support with accommodation:
 - Help with benefits and other money issues
 - Reconnecting to a different area or community
 - Accessing mental health or substance misuse services
 - Linking clients to primary health care.
 - Regularly meet clients to review and update goals
 - Work with other agencies to provide joint support to clients where appropriate
- 2. 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
- 3. 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.
- 4. Contribute to the delivery of the Advice and Support Team Service according to business and operational plans, funding and budgetary requirements (10 %)**
- Engage in the charity's planning process each year, contributing to the continuous improvement of the Team.
 - Provide information on good practice and developments.
 - 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 Routes to Roots Senior Advisor and the Advice & Support Service Manager as required. (Duties will fall within the scope of the post at the appropriate grade.)
- Attend evening and weekend meetings and functions as required.
- Work in accordance with the Charity's values, guiding principles, policies & procedures.

Person specification

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.	Desirable
Experience of managing challenging behaviour in an assertive, positive and supportive way	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
Ability to work outside of normal office hours as required	Desirable
Awareness of AQS quality framework	Desirable
Attributes	
The ability to assist the Routes to Roots Senior Personal Adviser in development of partnerships with a diverse set of agencies and stakeholders with differing priorities and interests to the mutual benefit of the clients and the organisations involved, including statutory and non-statutory bodies from a variety of disciplines, voluntary sector accommodation providers, clients; families, local communities, other stakeholders.	Desirable
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 <i>with</i> people, not <i>for</i> 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