

JOB DESCRIPTION

Case Worker – Stepdown

Pay Range	£24,397 - £26,649 per annum, dependant on experience	Service Area	Health and Housing
Line manager	Team Manager	Location	Oxford
Full/Part Time	Full time or part time hours, 22.5 - 37.5 hrs per week	Contract	Fixed term contract until 31 st May 2025

JOB PURPOSE

Our Mission

Our team of staff members and volunteers work alongside people to overcome life's challenges. Why? To work towards our ultimate goal of solving homelessness and achieving independence. We recognise that every human being encounters challenges in life and we're here to support anyone who finds themselves in a time of difficulty, either through directly offering our support, or helping them to find the right support elsewhere

Purpose of the post.

Stepdown Housing Service provides short term support for patients who are being discharged from hospital and lack suitable accommodation to continue their recovery.

The service provides individualised short term up to eight weeks, planned support to people with a wide variety of support needs, with the aim of helping individuals to become ready and able to find, take on and manage their own tenancy, and live independently.

The aims of the service are to:

- Receive referrals from Oxfordshire Hospitals for individuals who are medically fit to be discharged but cannot leave a hospital setting due to a housing issue.
- Work with them to resolve issues such as rent arrears, debts, budgeting, social isolation, lack of basic essentials such as food and utilities in order to access more permanent or secure housing options.
- Develop the service users' skills, knowledge, and resilience to avoid issues arising again.
- Work with colleagues to empower clients in resolving issues such as rent arrears, debts, budgeting, social isolation, lack of basic essentials such as food & utilities in order to progress and move on from Stepdown into more secure accommodation.

RESPONSIBILITIES

In relation to clients

- To work with clients to improve skills and overcome barriers so they are able to successfully move on to independent housing

- Use a strength and needs assessment to jointly assess with clients their aspirations, identify individual goals and support needs to achieve them.
- Draw up appropriate individualised support and action plans, and review and monitor progress using appropriate tools. (e.g., ladder of Change, Outcome Star)
- Liaise and work with colleagues in other agencies including Mental Health services and the housing associations to ensure the smooth running of the project.
- To work with clients to achieve their individual goals, including: -
 - Developing and sustaining a working, relationship with clients.
 - Motivating and challenging constructively to support people to develop skills and knowledge.
 - Working with clients for up to eight weeks with regular meetings focussed on clients working towards personal goals, celebrating success and keeping on track to independence
 - Motivating and facilitating clients to be actively involved in meaningful daytime activity including skills development, training, volunteering, employment, healthy activities
 - Providing information and advice on welfare rights, housing options, tenancy rights and responsibilities, and advocacy and assertiveness skills support in these areas.
 - Providing information and assistance to clients to enable them to make choices about the development of their social network and participation in their local community, including employment, education, and training opportunities.
 - Working with clients to help them learn, or improve, their practical life skills (e.g., budgeting, paying bills and planning meals) needed for their survival in independent housing.
- To work with clients to identify support needs which can be met by other agencies, to make referrals to specialist agencies, and develop appropriate casework links with such agencies in relation to clients' support plans.
- To support clients in taking part in, and/or setting up, local groups or networks which are relevant to meeting their support needs, and to be responsive to different ways of delivering support (e.g., in groups), as identified by clients.
- To provide support and relevant advice.
- To facilitate house meetings providing a forum for discussion and mutual support between residents.
- To work to deliver a service which is sensitive to the different needs of black and minority ethnic clients, women, lesbians, gay men and clients with disabilities, and which does not discriminate on grounds of age, class, religion, HIV status or offending background.

In relation to other agencies

- To represent Connection Support and its values with all stakeholders.
- Develop and maintain professional relationships with voluntary and statutory agencies, promoting co-working strategies when appropriate.
- To keep updated on legislation and policy change relevant to your role. (e.g., housing, welfare rights, mental health, drug use and offending behaviour).

In relation to policy and administration

- To keep casework records up to date to meet contractual and legal obligations, and to enable Connection Support to monitor and assess its efficiency and effectiveness.
- To carry out all necessary administration in relation to case work, or the role.
- To work within Connection Support policies and procedures at all times.
- Promote and uphold Connection Support Equality, Diversity, Equity and Inclusion policy at all times.

- Support the team and organisation within reason, with any additional duties.
To carry out, within reason, any other duties necessary to the smooth running of the project.

Other:

Working hours: 22.5 – 37.5 hours per week, Monday – Friday.

Driver's licence and access to a vehicle is preferred for this role, but not essential.

REHABILITATION OF OFFENDERS ACT

Connection Support is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

This post involves working with vulnerable children, young people or adults, therefore is exempt from the Rehabilitation of Offenders Act 1974. Applicants are therefore not entitled to withhold information about convictions, which for other purposes are 'spent' under the provision of the Act.

We are committed to carefully screening all applicants who will work with young people and adults with support needs. Employment checks and references will be undertaken on all prospective applicants, as well as a Disclosure & Barring Service check.

SAFEGUARDING STATEMENTS

Employee

Carry out all duties with an awareness and understanding of the Safeguarding requirements within the area of responsibility. Work complies with all safeguarding policies and procedures that apply to the role. Behaviours and actions support the safeguarding of children, young people or adults with care and support needs as appropriate.

Manager

Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained within the area of responsibility. Manage and update the standards as appropriate to the role. Safeguarding standards are monitored and maintained in compliance with organisational policy. Appropriate safeguarding training is provided, and standards are reviewed and updated as required.

Senior Managers

Ensure organisational safeguarding strategies reflect statutory requirements and best practice, and that these are understood and implemented within the area of responsibility. Ensure there is a proactive and positive Safeguarding Culture. Ensure the organisation meets its statutory Safeguarding requirements and that strategic risks are effectively managed.

