

## JOB DESCRIPTION

### Community Case Worker – Out of Hospital team

<b>Pay Range</b>	£26,649 - £30,396 per annum, pro rata	<b>Service Area</b>	Oxfordshire-wide
<b>Line Manager</b>	Team Manager	<b>Location</b>	South Oxfordshire and Oxford City. May be required to support in other areas in Oxfordshire on occasion.
<b>Full/Part Time</b>	Full time 37.5 hours per week.	<b>Contract</b>	Permanent

## 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

The OOHC Community Case Worker will work alongside other individuals and agencies as appropriate to support people with mental health challenges to address their housing issues, avoid homelessness and readmission to hospital. This role is part of a wider team led by Oxford City Council.

Objectives of the role:

- Reduce the number of individuals admitted or readmitted to hospital where poor mental health and housing issues have been contributory to their admission.
- Work with local authorities, other agencies and workers within the OOH project to share information and good practice, and to develop effective approaches to prevent homelessness.
- Provide Practical support to prevent repeat presentations from clients at risk of being readmitted to hospital, through support with their mental health conditions and assertive engagement
- Develop an empathetic and empowering approach to casework that enables positive change.

## RESPONSIBILITIES

### In relation to clients.

- Taking referrals from hospital teams, offering strengths-based, assertive outreach and support to people experiencing ongoing challenges or deterioration in their mental health, with the aim of enabling them to:
  - Maintain their accommodation / tenancy (if they have one) and avoid homelessness.
  - Access the relevant pathways to settled accommodation (if they don't have any).
  - Provide resettlement support to people accessing new tenancies
  - Avoid unnecessary admission / MHA section / re-admission to mental health or general hospital.
  - Engage with their treatment, therapy and medication regime (including for substance misuse), with better outcomes for both their physical and mental health.
  - Forge / maintain connections with family and friends and engage in activities of their choice that stimulate them (therapy, group support, employment or volunteering).
  - Reduce / manage their debt (if they have any).
  - Increase their confidence, develop routines and plan for their future.
- Work with eligible clients referred by the Step-down service, hospital ward discharge staff, embedded hospital OOHHC workers and local authority tenancy sustainment teams to provide resettlement and other relevant housing and mental health support.
- Provide resettlement support for individuals leaving the Step-down service, giving them the best chance of maintaining their accommodation, avoiding readmission to hospital and ensuring coherent and planned handovers to ongoing key workers.
- Refer to other agencies where applicable.
- Where self-neglect is evident, but a deep clean is not required, visit clients' properties to support and empower the individual to tidy their property, de-clutter and check electricity meters are topped up, post is collected, water/gas mains are switched on.
- Make applications to charitable funds.
- Refer to debt support services where applicable.
- Support clients in the community, including with utility accounts, benefits and bus pass applications where applicable.
- Order furniture, mattresses and white goods and be present at client property on delivery. Liaise with Emmaus if appropriate.
- Support with bank visits to get replacements cards, UK ID cards, bank statements, review accounts
- Support clients with accessing and collating other forms of ID, either from their home or supporting them to apply for passport, drivers licence etc.
- Support clients to shop for food, clothes, make requests to food banks, collect parcels ahead of discharge.
- Support clients to access health care and wellbeing services.

### In relation to other agencies

- Work collaboratively with internal colleagues and external agencies, sharing information and resources to ensure clients receive individualised support.
- 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, substance use and offending behaviour).

## **In relation to policy and administration**

- To keep casework records up to date to meet contractual and legal obligations, to enable Connection Support to monitor and assess its efficiency and effectiveness.
- To carry out all necessary administration in relation to case work, or 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.
- Identify and attend relevant internal and external training opportunities
- Actively participate in supervision and reflective practice meetings.

## **Additional Information:**

### **Working hours Mon-Fri 9.00am-5.00pm**

Access to a car is essential due to travel across Oxfordshire

## **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 in accordance with all safeguarding policies and procedures that apply to the role. Ensure that 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.

