

**ROLE PROFILE
HOUSING FIRST PILOT CASE MANAGER**

Post Title Housing First Case Manager	Short title HFCM	
Reference: St Paul's Theory of Change version 25 Sep 2019		
Work place	St Paul's Hostel	
Responsible to	Housing First Service Manager	
Purpose of the job	Prevent rough sleeping.	
Resources	Staff and volunteers (peer mentors)	Lead and manage up to 3 mentors
Security Level: Enhanced DBS	Finance	None
	Physical	Two mentors
	Clients	Caseload of 5-7
Salary	£26,000 to £28,000 depending on experience	
Key Result Areas		
<ul style="list-style-type: none"> The participants are able to manage their emotional and psychological pressures, feel their place is safe, stable and secure and do purposeful things with their time, feel good about themselves and willingly share those with people they trust so that they do not have another homeless episode. Build a congruent, trusting and authentic relationship with participants that recognises their rights to a home, gives them choice and control, builds on strengths and recognises their aspirations that reduces harm, creates the conditions for growth, learning and development in order that they do not have another homeless episode. Lead and coordinate contiguous services to create plans that are helpful to the participant, flexible, provide unambiguous accountability so that participants are protected, offered opportunities to recover and reconnect in order that they do not have another homeless episode. 		
Key tasks		
<ul style="list-style-type: none"> Protect. Build psychological safety of the people so they access Housing First. Not only must they be kept safe but also they must feel safe so that trust can be developed. Recover. Build relationships and resilience to underpin recovery. Re-connect. People need friendships, help and support to live an inter-dependent life. Prevent. Work with partners to prevent further episodes of homelessness. 		
Work arrangements		
Transport requirements	Access to car	Business Insurance applicable
Working pattern	Flexible to participants needs	HF is participant led. Working hours must be flexible, often outside of routine office hours and will include working occasional weekends and Bank Holidays.
Working conditions	Mobile. HF is participant led. Working hours must be flexible, often outside of routine office hours and will include working occasional weekends and Bank Holidays in order to support the team.	
Key internal relationships	Case Managers	

Key external relationships	Local Authority Housing Team in area, Police Community Neighbourhood Team, Local GP surgery.
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