

## **JOB ADVERTISEMENT**

### **CASE MANAGER**

#### **WORCESTER ROUGH SLEEPER ACCOMMODATION PROGRAMME**

**Job Title:** Case Manager for the Rough Sleeper Accommodation Programme

**Salary:** £26,000 to £28,000 depending on experience

**Location** Worcester City, Worcestershire.

Full Time (37.5). Flexible and mobile in Worcester City. Working hours must be flexible, often outside of routine office hours and will include working occasional weekends and Bank Holidays in order to support participants and the team.

Further information or want a chat? Please contact [ginette.sadler@stpaulshostel.co.uk](mailto:ginette.sadler@stpaulshostel.co.uk)

Closing date 1700 on 4 March 2022.

#### **Introduction**

We are looking for a Case Manager for the new Rough Sleeper Accommodation Programme (RSAP) in Worcester City. We would like someone who can work with people who have experienced recurrent homelessness. You must be kind, grounded, resilient and not fazed by complexity or set back.

We recognise this work is rewarding but can be emotionally demanding so we want to keep the team fit and healthy. There is a work-based pension, training, Westfield Health Cash Plan, regular clinical supervision, access to well-being sessions and a good allocation of leave.

Being part of an innovative and highly respected local charity, St Paul's hostel has a clear sense of purpose, a strong identity and a culture that provides clear accountability so that team are empowered to get on with rewarding and challenging work.

RSAP is a housing-led approach to provide stable self-contained accommodation with flexible and close support to people that have previously been homeless, often recurrently or long-term rough sleeping. The people that we help are likely to have many needs and these will be complex.

St Paul's Hostel, a charity established in 1977, have a mission to help people live through homelessness so that Worcestershire is a place where all forms of homelessness are rare, brief and non-recurrent.

#### **What will success in the role look like?**

The people you help are able to manage their emotional and psychological pressures, feel their home 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.

As a Case Manager you will build congruent, trusting and authentic relationships with people that recognises their right to a home, gives them choice and control, builds on their 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.

The Case Manager confidently leads and coordinates contiguous services to create plans that are helpful to the person, flexible, provide unambiguous accountability so that people are protected, offered opportunities to recover and reconnect in order that they do not have another homeless episode.

## Key Tasks

- Protect. Build psychological safety. 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.

## What do we need from an applicant?

Significant and recent experience with people who have relational or compound trauma, substance misuse, addictions and dual diagnosis who maybe resistant to accessing treatment or housing.

Experience of drug and alcohol treatment, street outreach, working with adults with learning disabilities, Local Authority Housing Options or mental health treatment are very relevant experience. Experience of re-enablement, coaching and mentoring programmes are welcome.

Experience of collaboration with peers in contiguous services and experience of negotiating and coordinating services that meet the needs of the participant.

Experience of the management of risk (Identify, Assess, Plan and Implement) and communicating risk management plans to others. Creation of participant centric support plans that coordinate multiple agencies.

Driving licence and access to a car.

## The Core Qualities we admire

Openness. Having no preconceptions, ensuring a fresh perspective, objectively appraising each situation and person.

Compassion. Showing concerns for others and a strong desire to act in order to change the situation

Optimistic. A belief that positive change is always possible.

Reflective. A commitment to reflecting on what went well, what did not and how things could be done differently.

Mutuality. Commitment to transparent relationships that are fairly negotiated from the beginning to ensure mutual benefit.

## ROLE PROFILE ROUGH SLEEPER ACCOMMODATION PROGRAMME CASE MANAGER

Post Title Rough Sleeper Accommodation Programme (RSAP) Case Manager	Short title RSAPCM	
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 one Support Worker and One Mentor
Security Level: Enhanced DBS	Finance	None

	Physical	One Support Worker and one Mentor
	Clients	Caseload of 8
Salary	£26,000 to £28,000 depending on experience	
Key Result Areas		
<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> </ul>		
Key tasks		
<ul style="list-style-type: none"> <li>• Protect. Build psychological safety. Not only must they be kept safe but also they must feel safe so that trust can be developed.</li> <li>• Recover. Build relationships and resilience to underpin recovery.</li> <li>• Re-connect. People need friendships, help and support to live an inter-dependent life.</li> <li>• Prevent. Work with partners to prevent further episodes of homelessness.</li> </ul>		
Work arrangements		
Transport requirements	Access to car	Business Insurance applicable
Working pattern	Flexible to participants needs	Working hours must be flexible, often outside of routine office hours and will include working occasional weekends and Bank Holidays.
Working conditions	Mobile. Working hours must be flexible, often outside of routine office hours and will include working occasional weekends and Bank Holidays in order to support participants and the team.	
Key internal relationships	RSAP Support Worker	
Key external relationships	Local Authority Housing Team in area, Police Community Neighbourhood Team, Local GP surgery, Substance Misuse Services.	

**CASE MANAGER**  
**PERSON SPECIFICATION**

	<b>Essential</b>	<b>Desirable</b>	<b>Assessed by</b>
<b>Knowledge</b>			
K1	Knowledge of why people with relational or compound trauma, substance misuse, addictions and dual diagnosis may be resistant to accessing treatment or housing.	Knowledge of childhood attachment theories.	
K2	Knowledge of how to apply Trauma Informed Care and Psychologically Informed Environment and the principles of Housing First.		
K3	Good knowledge of local Adult Safeguarding Policies, Procedures, and risk management.		
K4	Excellent knowledge of social welfare benefits including how to set up Universal Credit claims online.		
K5	What other services are available locally and how to access them		

<b>Experience</b>			
E1	Working with people who have relational or compound trauma, substance misuse, addictions and dual diagnosis who maybe resistant to accessing treatment or housing.	Working within Housing, Health, Drugs misuse or similar service.	
E2	Experience of collaboration with peers in contiguous services and experience of negotiating and coordinating services that meet the needs of the participant.	Creation of participant centric support plans that coordinate multi-agencies.	
E3	Experience of the management of risk (Identify, Assess, Plan and Implement) and communicating risk management plans to others.		
E4	Experience of briefing more senior leaders and managers in contiguous services.	Briefing service directors or equivalent.	
<b>Core Qualities</b>			
CC1	<b>Openness.</b> Having no preconceptions, ensuring a fresh perspective, objectively appraising each situation and person.		Application, Interview
CC2	<b>Compassion.</b> Showing concerns for others and a strong desire to act in order to change the situation		Application, Interview Application, Interview
CC3	<b>Optimistic.</b> A belief that positive change is always possible.		Application, Interview
CC4	<b>Reflective.</b> A commitment to reflecting on what went well, what did not and how things could be done differently.		Application, Interview
CC5	<b>Mutuality.</b> Commitment to transparent relationships that are fairly negotiated from the beginning to ensure mutual benefit.		

<b>Skills and Competencies</b>			
SC1	Communications <i>Envision, Influence, Connect</i>		Application, Interview
SC2	Teamwork <i>Relationships, Respect, Trust</i>		Application, Interview
SC3	Listen & Analyse <i>Question, Hear, Think</i>		Application, Interview
SC4	Dealing with Complexity <i>Simplicity, Clarity, Skill</i>		Application, Interview
SC5	Quality & Results <i>Innovation, Ownership, Service</i>		Application, Interview
SC6	Leadership <i>Visibility, Accountability</i>		Application, Interview
<b>Physical, Mental and Emotional demands</b>			
PME1	Capacity to contain anxiety and be self-contained.		Application
PME2	An ability to tolerate stress and recognise personal limits		Application
PME3	Capacity to work reflectively and be aware of one's responses to others.		Application
PME5	Use of self, being authentic, genuineness and congruence and not hiding behind professional status or role.		Application, Interview
PME6	Capacity of self-reflection – desire to know why one is drawn to this work		Application, Interview
PME7	Ability to own their mistakes		Application
<b>Other</b>			
O1	Excellent MS Office skills		Application, Test
O2	Excellent administration skills		Test