The Benjamin Foundation

Welcome to The Benjamin Foundation

Thank you for expressing an interest in our vacancy for Single Homeless Prevention Service Senior Case Worker based across North Norfolk and Breckland, Norfolk.

More information about the position, including a Job Description and Job Specification are enclosed. If you would like to find out more information about the service, please take a look at our website www.benjaminfoundation.co.uk/jobs

If you have any questions regarding the vacancy, please contact the HR Department by email at recruitment@benjaminfoundation.co.uk

Please return your completed applications by email to:-

recruitment@benjaminfoundation.co.uk

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Single Homeless Prevention Service Senior Case Worker
Working across North Norfolk and Breckland
£23,883.21 per annum

37.25 hrs Monday – Friday
Applications for a job share will be considered

Plus Essential Car User's Allowance, Employee Pension Scheme & other benefits
A driving licence and access to a vehicle for work is essential for this role

Are you looking for an exciting new challenge to work within a charity that provides support to young people?

The Single Homeless Prevention Service (SHPS), in collaboration with Bridges and Norfolk County Council, work with clients with low support needs referred from the relevant Council Housing Options Team. The role is to provide effective, high quality support to a caseload of clients to help them prevent or relieve homelessness. The service continues to work with service users to sustain their accommodation and building independent living skills to ensure they are no longer at risk of homelessness.

Caseworkers hold responsibility for developing holistic, co-produced Personal Housing Plans that facilitate the achievement of defined outcomes. Based within the local council Housing Options offices the role requires close partnership working and the ability to deliver focused, time sensitive and effective housing interventions. The successful candidate will manage the SHPS Case Worker and oversee the more complex referrals. They will have experience of line management, working with young people and adults, lone working and managing a caseload.

The Benjamin Foundation is committed to safeguarding and promoting the welfare of young people. An enhanced DBS check will be required for successful applicants.

The Benjamin Foundation embeds the Nurtured Heart Approach ® which creates strong and improved relationships by focusing on positive behaviour rather than energising negativity, providing clear rules and consequences, creating an environment in which people thrive.

To apply, visit http://benjaminfoundation.co.uk/jobs
OR email recruitment@benjaminfoundation.co.uk

Closing Date: Monday 12th April 9am
Interview Date: Shortlisted candidates will take part in an online Safer Recruitment Interview on Monday 19th April prior to the interview on Tuesday 20th April

Reg Company No. 3825425
Reg Charity No. 1124936

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Single Homeless Prevention Service Senior Case Worker Job Description

Job title:	SHPS (Single Homeless Prevention Service) Senior Case Worker
Employer:	The Benjamin Foundation (TBF)
Location:	North Norfolk/Breckland
Contract:	Fixed Term 4 years (3 years referrals/1-year run-off)
Salary:	£23,883.21 per annum plus Essential Car Users Allowance
Hours of work:	37.25 hours a week
Department:	Housing & Homelessness
Reporting to:	Norfolk SHPS Programme Manager/Heart & Home Manager

Job purpose

1. To achieve positive, successful social outcomes as set out by Bridges (Outcomes Contract) and SHPS (Single Homeless Prevention Service)/Norfolk County Council (NCC)
2. To take the lead on accountably for performance -ensure target outcomes are achieved and service fees are secured
3. To identify and support the target cohort for the service -those who are homeless or at immediate risk of becoming homeless- without support & capable of maintaining a tenancy
4. To manage and supervise the SHPS Support Case Worker
5. To oversee/support more complex referrals
6. To complete Personal Housing Plans (PHP's) with individuals
7. To support adults to achieve successful Prevention of Homelessness or Relief of Homelessness -working both remotely and within the community/Housing options team -via supporting the individual to sustain an existing tenancy or secure new accommodation (Private Rental or Social Housing)
8. To support individuals to achieve 8-month sustainment of their accommodation (over an 11-12-month intervention, including 3 months of intensive support with Prevention or Relief of Homelessness and 8 months of monitoring)
9. To work in collaboration with the Voluntary & Charity sector, the District & Borough Councils (particularly relevant Housing Options Teams) & Local Authority (NCC), as

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well as with specialist agencies and services as required

10. To demonstrate flexibility and innovation –ensuring continuous improvement and innovation of the service
11. To maintain high quality data collection and recording in line with SHPS/TBF requirements

Nature & Scope

- To work closely with The Benjamin Foundation's Tenancy Support Service/End Youth Homelessness (EYH) services & Housing & Homelessness SIA (Semi-Independent Accommodation), HRS (Housing Related Support) colleagues and Managers in contributing to the efficient and effective running of the SHPS Service
- Commitment to using Restorative practice, PIE (Psychologically Informed Environment), the Nurtured Heart Approach ® and Signs of Safety in your work
- To work in ways that actively promote equality and diversity
- Manage a complex caseload of individuals requiring varying levels of support in namely North Norfolk/Breckland, with the potential to extend support/provide cover/oversight in other areas as required
- To maintain key relationships to high standards at all times and ensure compliance with legislative, regulatory requirements i.e. Safeguarding Vulnerable Adults (2006), Care Act 2014, Landlord and Tenant Act 1985, Protection from Eviction Act 1977, Housing Act 1985
- To work in compliance with and to work in accordance with strategic requirements i.e. Norfolk County Council, Children's/Adult Services, End Youth Homelessness, Housing & Homelessness Directorate, North Norfolk/Breckland Council & Housing Options Team & Solo Housing
- Respond to Adult safeguarding matters in line with policies and procedures
- To embed the culture and ethos of The Benjamin Foundation
- To work within the frameworks of the service for example, Internal Quality Assurance checks and Health & Safety Compliance
- Ensure effective planning and consistency of service delivery over periods of annual leave with consideration to working days
- Completion of PHP's, Discretionary Housing Payments (DHP) and other relevant housing-related administration as required
- To support individuals in their journey to independence, providing advocacy and support and the necessary skills for living independently and sustaining a tenancy successfully (including access to Tenancy Training/online learning)

12. To advocate the core objectives of EYH homelessness prevention, housing, Education/Employment/ Training (EET) and positive well- being for individuals

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housing and employment/education/training working closely with the organisations Job Coach

13. To signpost and access services that help individuals to manage areas of their lives which impact on the ability to live independently
14. To provide support, mediation and restorative solutions to individuals

- To ensure consistent, high quality delivery of the service in a leadership capacity
- To undertake such other duties as may be delegated or assigned commensurate with the level of grading and role of the post

Administration

- To communicate updates and reports to Managers within set timescales, regarding developments, actions and risks – recording to be of a consistently high standard using the SHPS Database/bespoke CRM (Customer Relationship Management) tool & relevant District or Borough Council database/recording system as required
- Comply with the SHPS Operating Manual
- Keep case file records and all documentation pertaining to meetings/contact with individuals accurate and up-to-date
- Adhere to the organisation's Health & Safety policy and undertake Risk Assessments/follow Safeguarding procedures and policies
- Maintain confidentiality and follow data protection guidelines
- Use agreed tools for measuring outcomes and collecting evidence of impact of work
- Ensure Outlook calendar is updated and lone working procedures followed
- Completion of relevant Management reporting tools/systems as required within set timescales
- Completion/support and management of the SHPS budget alongside the TBF Finance team

Development

- To attend regular Supervision/Appraisal with the designated Line Manager
- To provide Supervision/Appraisal to the SHPS Support Case Worker/s
- To attend and contribute to Group Supervision, Team Meetings and Organisation Away Days
- To undertake personal development and attend any relevant training
- To support the TBF Media & Marketing team/SHPS/TBF Manager with the promotion and development of the service
- To build and develop links and networks within the local community, represent the service at events and fulfil positive multi-agency working

Individuals

- To develop a positive, professional and supportive relationship with the individuals

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who are supported by the service

- To support individuals to identify housing via the Private Rented sector or Social Housing
- To ensure service user involvement is embedded in the SHPS service
- To attend or contribute to professionals' meetings, statutory reviews, housing related meetings as required
- To promote positive acceptable behaviour and choices
- To engage in the effective delivery of support to the individuals including the PHP
- To support individuals to access information, advice and help from appropriate external services
- To support and empower individuals in establishing and maintaining social support networks
- To support with developing independent living skills/tenancy preparation training/courses through help, advice and training including reducing debts, maximising income, benefits and financial capacity and developing structures and personal planning abilities
- To empower individuals to engage in the community and positive activities
- To safeguard individuals from risks to their health, wellbeing and development
- Complete and regularly update risk assessments
- To ensure that the specific needs of individuals are met including religious observance and culturally significant activities
- To support individuals in day-to-day practical independent living skills such as budgeting, cooking, household maintenance, self-care, management of utilities
- To support individuals to maintain their tenancies successfully in the community, supporting to build positive relationships with neighbours, landlords and housing officers
- To advise individuals on their rights and responsibilities as tenants and ensure they fully understand their Tenancy Agreements
- To support individuals in prevention of rent arrears or risk of losing their tenancy due to financial issues/upkeep of the accommodation/anti-social behaviour

The Benjamin Foundation fully embeds the Nurtured Heart Approach in all that it does and staff will adopt this approach as part of their practice.

The Benjamin Foundation reserves the right to alter the content of this job description following consultation, to reflect changes to the job or services provided without altering the general character or level of responsibility.

This post is subject to a full and satisfactory DBS disclosure

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Structure Chart **Director of Operations (Housing & Homelessness)** **SHPS Programme Manager/TBF Manager** **SHPS Senior Case Worker** **SHPS Case Worker**
Jobholder : **Line Manager:** **Signature:** **Signature:** **Date:** **Date:** **Date to be reviewed:** April 2022

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SHPS Senior Case Worker – Person Specification

Criteria	Details	Essential	Desirable	Assessed
Qualifications	Formal qualification in terms of working with young people &/or adults	•		Certificate Application
	Educational achievement sufficient to support clear reporting and presentation skills	•		Application
Experience	A minimum of 3 years' experience working with the relevant client group/homelessness or young people/adults within a housing or community setting	•		Application Interview References
	Experience of lone working	•		Application Interview
	Experience of managing a caseload	•		Application Interview
	Experience of Line Management	•		Application Interview
Knowledge & Skills	To be able to communicate with colleagues, external agencies and individuals both verbally and in writing ensuring you conduct yourself in a professional manner, whilst maintaining the rules of confidentiality as appropriate	•		Application Interview
	Have an in-depth knowledge of local policies, protocols and relevant legislation	•		Application Interview
	Have an understanding of relevant housing and benefits legislation	•		Application Interview

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	A good understanding of appropriate Professional Boundaries	•		Interview Reference
	Excellent ICT skills to use email communication, electronic calendar, produce letters and reports	•		Interview
	To work effectively with Commissioners, key agencies partners	•		Interview
	Willingness to work flexibly and manage own time to best effect	•		Interview
Personal Qualities *Positive*	The personality and ability to relate positively to individuals	•		Interview Reference
Independent	An ability to think independently and work without constant supervision	•		Interview Reference
Confident	Being able to confidently make decisions regarding day to day matters and to be accountable for these decisions	•		Interview Reference
Competent	The ability to work under pressure and remain calm in stressful situations	•		Interview
Nurturing	Commitment to using the Nurtured Heart Approach ®	•		Application Interview
Additional	The willingness to contribute to the wider Benjamin Foundation success story	•		Interview
	Commitment to equality and diversity policy of The Benjamin Foundation	•		
	Current Driving Licence and access to a vehicle (including Business Use)	•		Copy DL and insurance certificate
	A willingness to undertake relevant training (including Level 5 Qualification) appropriate to the post	•		Interview
	A sense of humour	•		Interview

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