

**Engagement Worker
Job Description**

Post Title:	Engagement Worker
Project:	GM Housing First
Based:	Greater Manchester
Salary Band:	up to £27,000 per annum (dependent on experience)
Hours:	37.5 per week
Contract:	Fixed Term until 31 st March 2025

Job Summary:

Reporting to CLI's Assistant Manager and the Housing First Team Leader, the Engagement Worker is responsible for coordinating and providing a personalised, trauma informed support service to people with complex needs facing multiple exclusion in line with Housing First Principles.

The Engagement Worker will be responsible for coordinating and providing a person centred, strength-based support service in line with Housing First principles to create long term sustainable tenancies by increasing independence and maximising connectivity with the local community.

Our vision at CLI is that everyone feels a part of their community and can achieve their potential. We provide a pathway into new, healthier, and positive lifestyles for people through mentoring, one-to-one support, group activity and volunteering so people can develop the skills and community connections to enable them to sustain positive change. To make our vision possible, we are seeking inspiring, compassionate, and energetic people who will motivate and guide people along their desistance journey. We actively welcome applications from people who have lived experience of prison or probation, addiction, mental ill-health, or homelessness, as this is often the reality for those people we support.

Successful candidates will commit to working in line with our workplace values which are:

- People first – people are our top priority. We care so everyone can be their best.
- Community – our actions and support help build stronger communities where people can find their place and thrive.
- Transformation – we do challenging work, creating positive change that helps people move on with their lives.
- Excellence – we strive to always be our best, to exceed expectations, to learn from our mistakes.
- Trust – we trust ourselves, our colleagues and those we work with to do the right thing, to show integrity, acceptance, respect and fairness in all we do.

Main Duties:

- Delivering wrap around intensive, trauma informed support to people with multiple and complex issues within their own independent tenancies in the community.
- Maintaining accurate up to date records on the chosen case management system of progress against individual support plans; safety plans and outcomes information.

- Liaise with other agencies to facilitate access to support including Adult Social Care; Criminal Justice services; Health services; employment and training agencies.
- Regularly review the person-centred support plan to update, record and monitor progress of caseload.
- Build and maintain networks with staff from other agencies to ensure the Housing First pilot is widely known and promoted.
- Provide temporary cover for colleagues as required and participate in a rota of duties, to ensure that service delivery is available in the evenings, weekends, and bank holidays.
- Liaise with landlords to assist the person living in accommodation of their choice; including practical help with furniture; benefits advice and accompanied visits.
- Perform robust assessments of referrals for the service to ensure the service is provided to those that meet the eligibility criteria.
- Promote, and encourage peer involvement within the service.
- Facilitate access to the personalisation fund via creative solutions to integrate people into the community and access accommodation.
- To complete dynamic risk assessments and maintain own safety by following lone working procedures.
- To be part of a rota providing out of hours access to telephone support to people using the service
- To work flexibly to ensure that service delivery is available in the morning/ evenings, at weekends and on bank holidays when required.
- To adhere to good practice Safeguarding procedures with a positive risk-taking approach to ensure the wellbeing of vulnerable people.

Person Specification:

- To have an understanding of the complex interdependencies of mental health and substance abuse and offending behaviour
- A creative approach to problem solving; getting and keeping people engaged demonstrating empathy
- Promote the rights, responsibilities and informed choice of the people receiving the service, acting as an advocate to promote independence.
- Know when to seek assistance or supervision and how to engage meaningfully in planned supervision.
- Adaptability to changing and emerging needs as the pilot develops demonstrating flexibility and resilience in challenging situations
- High level of relationship skills:
 - Empathy; caring; acceptance; mutual affirmation; an encouragement of responsible risk taking; supportive and constructive challenge and positive expectation for the future.
- An understanding of the Housing First model and belief in the values and principles
- Experience of data collection, administration and recording procedures with the ability to maintain accurate case notes and organise own case load to support the national evaluation
- Experiencing of using Microsoft applications
- Demonstrable coaching skills in promoting independence
- Professional and value led with integrity, inclusivity, and respect for diversity
- An ability to work in uncertainty and maintain a positive approach.
- Ability to work flexibly and when needed outside normal working hours
- Ability to quickly build rapport; being persistent, determined and resilient
- Ability and commitment to working with vulnerable customer groups and people with complex needs – at a pace and way in which they choose to work
- To show leadership qualities; skills of a strong negotiator; ability to advocate and be diplomatic
- To have a sense of humour, be personable and accept that things won't go as you think

- The ability to work effectively with partner agencies and develop contacts and networks across a wide range of local services
- Professional curiosity with the ability and willingness to learn and apply learning in support delivery
- Ability to work across Greater Manchester to meet service delivery demands when required.
- Full driving licence, own car and business insurance is essential.

Recruitment of Ex-Offenders Policy

This policy applies to paid employees of Community Led Initiatives CIC (CLI) and volunteers who volunteer directly with Community Led Initiatives and its associated projects.

- As an organisation using the Disclosure and Barring Service (DBS) checking service to assess applicants' suitability for positions of trust, CLI complies fully with the Code of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a DBS check on the basis of a conviction or other information revealed.
- CLI is committed to the fair treatment of its staff, potential staff, or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability, or offending background.
- We have a written policy on the recruitment of ex-offenders, which is made available to all DBS applicants at the outset of the recruitment process.
- We actively promote equality of opportunity for all with the right mix of talent, skills, and potential and welcome applications from a wide range of candidates, including those with criminal records. We select all candidates for interview based on their skills, qualifications, and experience.
- A DBS check is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a DBS check is required, all application forms, job adverts and recruitment briefs will contain a statement that a DBS check will be requested in the event of the individual being offered the position.
- Where a DBS check is to form part of the recruitment process, we encourage all applicants called for interview to provide details of their criminal record at an early stage in the application process. We request that this information is sent under separate, confidential cover, to a designated person within CLI and we guarantee that this information will only be seen by those who need to see it as part of the recruitment process.
- Unless the nature of the position allows CLI to ask questions about your entire criminal record, we only ask about 'unspent' convictions as defined in the Rehabilitation of Offenders Act 1974.
- We ensure that all those in CLI who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. We also ensure that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders, e.g. the Rehabilitation of Offenders Act 1974.
- At interview, or in a separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment or opportunity to volunteer.
- We make every subject of a DBS check aware of the existence of the Code of Practice and make a copy available on request.
- We undertake to discuss any matter revealed in a DBS check with the person seeking the position before withdrawing a conditional offer of employment.

Having a criminal record will not necessarily bar you from working with CLI. This will depend on the nature of the position and the circumstances and background of your offences.