

Housing First Engagement Worker

Team:	GM Housing First
Location:	Greater Manchester
Salary:	up to £28,750 per annum (dependent on experience)
Working Hours:	37.5 per week
Contract Type:	Fixed Term Contract Maternity Cover
Reporting to:	Team Leader

INTRODUCTION

Community Led initiatives are a lived experience organisation that believes in the capacity for **human change**. We support those who have been through the criminal justice system, have been affected by drug and alcohol addiction, homelessness or mental health issues. We help them to **overcome the barriers that prevent them from achieving their goals**.

We inspire people to believe that change is possible. We seek, recruit and develop employees who personify change as they will have encountered and overcome many of the barriers which the people we support will face.

We provide one-to-one peer support and group work activities to help the people we work with to achieve their personal goals. In addition to addressing their practical and emotional needs we help them to develop a new positive sense of self. By the end of our mentoring relationship, the people we work with feel empowered to move their lives forward independently and build upon the successes achieved with us.

Many of the people we work with go on to volunteer here at CLI to help build their CV, develop skills, gain meaningful work and bring utility to their past. And we are proud to say that a significant number of CLI mentoring programme graduates go on to become long term ambassadors for change.

We work in partnership with other organisations that are striving to deliver positive impacts, support change, and share our commitment and values.

And we actively welcome those with lived experience of offending, addiction, homelessness, or mental health issues as part of our team. Where others see risk, we see opportunity.

We believe everyone deserves to feel valued, to be happy, to belong.

JOB SUMMARY

As Engagement & Support Worker, you will work under the guidance of the Team Leader and Housing First Team Leader to contribute to successful delivery of service operations for the Greater Manchester Housing First contract. You will be responsible for coordinating and providing a person-centered strength-based support service in line with Housing First principles to create long term sustainable tenancies by increasing independence and maximizing connectivity with the local community.

The role will involve providing a personalised, trauma-informed support service to people with complex needs facing multiple exclusions in line with Housing First principles, on a one-to-one basis. You will be required to follow instructions from the Housing First Team Leader and Team Leader to ensure your performance is in line with KPIs and contract requirements whilst ensuring you operate in line with CLI's strategic plan, mission and values. It is essential that you have excellent communication and interpersonal skills, with the ability to organise your workload whilst working as part of a team.

KEY DUTIES & RESPONSIBILITIES

- Delivering wrap around intensive, trauma informed support to people with multiple and complex issues within their own independent tenancies in the community.
- Maintain accurate, up to date records on the relevant case management system, recording the progress against individual support plans, safety plans and information on outcomes within set timeframes.
- Co-ordinate interventions and liaise with other agencies to facilitate access to support including Adult Social Care; Criminal Justice Services; Health Services; employment and training agencies to ensure that the right support is provided at the right time for people.
- Carry out person-centered assessments and regularly review the person-centered support plans 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.
- 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 and Health and Safety policies and procedures.
- To work flexibly to ensure that the service delivery is available in the morning/evenings, at weekends and on bank holidays when required.
- Provide temporary cover for colleagues as required and participate in rota of duties, to ensure that service delivery is available out of hours.
- To adhere to good practice, Safeguarding procedures with a positive risk-taking approach to ensure the wellbeing of vulnerable people.
- To ensure confidentiality of information is maintained and in line with Company policies and procedures.
- Seek to improve his/her own performance, contribution, knowledge, skills and participate in training and developmental activities as required.
- Carry out such other relevant duties, as required.

PERSON SPECIFICATION

Qualifications & Experience	Essential	Desirable
Experience of working (or significant voluntary experience) within criminal justice services, drug & alcohol recovery or treatment services, homelessness/housing services or mental health services is highly desirable.		☒
Experience of promoting the rights, responsibilities and informed choice of the individuals, acting as an advocate to promote independence.	☒	
Proven experience in dealing with a wide variety of individuals in a positive and confidential manner, both face to face and on the telephone.	☒	
Experience of data collection, administration and recording procedures.	☒	
Experience of building and maintaining strong relationships with partner organisations and developing contacts and networks across a wide range of local services.	☒	
Knowledge	Essential	Desirable
An understanding of the Housing First model and belief in the values and principles.	☒	
Good standard of general education.	☒	
An understanding of the complex interdependencies of mental health, homelessness, substance abuse and offending behavior.	☒	
Skills & Attributes	Essential	Desirable
High level of relationship skills: Empathy; caring; acceptance; mutual affirmation; and supportive.	☒	
A passionate belief in the human capacity for change.	☒	
Ability to quickly build rapport; being persistent, determined, and resilient.	☒	
Adaptability to changing and emerging needs, demonstrating flexibility and resilience to challenging situations and the ability to work under pressure and maintain a positive approach.	☒	
Good IT skills including the use of Microsoft Office applications.	☒	
Excellent communication skills, both written and oral.		
A creative approach to problem solving, getting and keeping people engaged and demonstrating empathy.	☒	
Demonstrable coaching skills in promoting independence and pro social attitudes.	☒	
Professional and values led with integrity, inclusivity, and respect for diversity.	☒	
Ability to work flexibly and when needed outside of normal working hours.	☒	
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 have a sense of humor, be personable and accept that things won't go as you think.	☒	
Other	Essential	Desirable
Current driving license, use of car and appropriate business use insurance.	☒	
Ability to work across Greater Manchester when required.	☒	



EMPLOYEE BENEFITS

Holidays: 28 days plus bank holidays with Christmas closure between Christmas and New Year for all employees. Annual leave increases in line with length of service.

Birthday: Enjoy an extra day off on your birthday.

Training & Development: 2 hrs per month to focus on learning and career development.

Reflective Practice and Monthly Coaching: An opportunity to evaluate actions and experiences to gain insights and improve future performance.

Employee Social Fund: An initiative designed to bring the organisation together on a social level, fostering relationships and incorporating our values.

Employee Assistance Programme (EAP): This provides all employees a safe space to discuss any of their personal or professional challenges. It is a confidential service available 24/7 for all employees and their immediate families that includes, short-term counselling, legal advice, and financial guidance.

Pension: Peoples Pension scheme, contributions are 3% employer and 5% employee.

Life insurance: Five times salary.

Annual awards ceremony and celebration: An annual awards ceremony tied into a Christmas Party to celebrate the amazing work our employees do.

CLI Staffing Group: An active forum to share your opinions to influence and change the way CLI operates.

Wellbeing: Your health and wellbeing matters to us. We run regular monthly wellbeing activities, giving you dedicated time with your colleagues to focus on your wellbeing. We also hold regular social events to help you connect with your colleagues in a relaxed and fun setting.

Volunteering Days: An opportunity to give back to the community.

Refer a Friend Scheme: An opportunity to qualify for a £250 reward voucher if you refer someone you know into any paid, externally advertised position (permanent or fixed-term) within CLI.

We are Gold accredited by Investors in People, accredited by the Living Wage Foundation and supporters of the Greater Manchester Good Employment Charter.



INVESTORS
IN PEOPLE | Gold

CLI VALUES

 **community** Inspire
led initiatives Transform
Flourish



People First

People are our top priority. We care so everyone can be their best.

- We care about our work, our colleagues and our service users. We strive to be helpful, kind, understanding and inclusive in everything we do.
- We set clear boundaries.
- We show appreciation to our colleagues and team.
- We take accountability and ownership.
- We are collaborative and embrace diversity.



Community

Our actions and support help build stronger communities where people can find their place and thrive.

- We make a positive impact and contribute to building stronger communities for now and the future.
- We work to increase access and opportunity for all whilst adjusting to meet changing community needs.
- We provide a fun and supportive environment that empowers service users to grow, learn and flourish.
- We collaborate with stakeholders and partner agencies, always putting service users at the forefront of our decisions.
- We build partnerships through open, clear and honest communication.
- We honour our commitments and focus on "how can it be done?"



Transformation

We do challenging work, creating positive change that helps people move on with their lives.

- We believe that small ongoing improvements can result in major positive changes.
- We embrace change.
- We dare to be different and challenge the status quo.
- We use our imagination to propose new ideas and solutions.
- We view problems and ideas in a fresh way.
- We take smart risks.



Excellence

We strive to always be our best, to exceed expectations, to learn from our mistakes.

- We are committed to delivering the highest quality service.
- We are committed, courageous and resilient.
- We persevere and overcome difficulties.
- We continue to learn and grow.
- We work with drive and determination and are motivated to step up in any way possible.



Trust

We trust ourselves, our colleagues and those we work with to do the right thing, to show respect, integrity, acceptance and fairness in all we do.

- We are professional, ethical and trustworthy.
- We are committed to being honest, professional, and accountable in our relationships and in everything we do.
- We are transparent and open.
- We tell the truth openly and without hesitation.
- We believe in doing the right thing and question when others speak or act in a way contrary to our values.