



## **Multiple Disadvantage Outreach Worker**

### **Role Description and Person Specification**

#### **Houldsworth St Office, Manchester**

Lifeshare's Crisis Assessment Referral Diversity (CARDS) service provides practical and emotional support to young people 16-25 years:

- Who are homeless or at risk of homelessness or exploitation (gang, financial, physical, emotional/psychological or sexual)
- Who may have left care, or have children in care (involved with Social Services)
- Who may have rent arrears and debt
- Who may have offending history or behaviour
- Who may have mental and physical health issues, disabilities, communication difficulties
- Who have substance abuse issues

Lifeshare service is especially targeted at all those who need it most this includes people with a variety of complex needs including a history of problem drug use, mental health or emotional well-being issues, accommodation problems and offending. We deliver practical highly specialised housing related interventions that prevent homelessness and improve health.

Homeless Young People with multiple disadvantage needs can often overwhelm organisations with their variety of requirements. Lifeshare makes sure that doesn't happen by delivering a joined-up approach, working in a multidisciplinary framework to deliver better outcomes for individuals who are homeless or at risk of homelessness. To reach these clients requires great intensity of service, more flexibility, and a different rapport.

That's why we try all kinds of different methods in our delivery, to engage with individuals who are often hard to reach, by calling on multi-agency coordinated support alongside local partners.

Our approach is to break down barriers that can prevent clients from leading fulfilling lives by delivering the right range of services at the right time.

Lifeshares Collaborative outreach program is based on the principles of trauma, informed care as such practice supports, clients to become empowered by providing opportunities for skills development, focusing on individual strengths and promoting choice.

The role requires a high degree of motivation, in addition to creativity and flexibility to support clients, many of whom suffering Multiple Disadvantages. You will have a passion to work collaboratively with other Agencies for the good of our clients.

A high degree of emotional intelligence is required to support clients, many of whom have complex emotional needs, with backgrounds of trauma, neglect, abuse, crime and low self-esteem. In a role of this nature you will experience a range of emotions from joy to grief and as such it requires a high degree of resilience to cope with the emotional demands of the role.

**Job Description:** Multiple Disadvantage Outreach Worker

**Hours:** 37.5 per week on a rota basis

**Contract 1-year fixed Term (however funding is being sort to extend this)**

**Location: Manchester**

**Reports To:** Operations Manager & Team Leader

**Salary:** £24,500 Pro Rata full time

This role requires an enhanced Disclosure and Barring Service (DBS) Check and a barred list check

**Job Purpose:** To work in Collaboration with Lifeshares Partners and Stakeholders to provide street outreach, to identify new and entrenched young people who are homeless or at risk of homelessness.

#### **The post holder will**

Build effective working relationships with rough sleepers and people without a home. Assessing their particular needs, developing links with the agencies, working with the homeless people particularly gatekeepers' providers of temporary accommodation and outreach services.

To be successful you will have previous experience of working with either rough sleepers or people with complex mental health, alcohol or substance issues. You will also have a working knowledge of working with people using a person-centred approach and working collaboratively within a harm minimisation recovery framework. Have the ability to manage a caseload and deliver positive outcomes utilising your knowledge of the health and social care sector is also needed and housing related legislation

Flexibility is required as you will be working a rotor inclusive of early shifts, late shifts, weekends and bank holidays when required

You will be in a specialist role designed to work with people with Multiple Disadvantage support needs, relating to combined issues such as mental ill-health, multiple physical health needs, polysubstance misuse and offending behaviour along with homelessness and housing related needs.

## **Key Responsibilities**

- To undertake comprehensive assessments of each client's support needs and risk and their appropriateness for the service. Full guidance will be given around Lifeshare's Assessment and Support Planning Procedures'.
- To use these assessments of needs / risk to develop a comprehensive support plan to identify how these needs will be met. Support plans will be designed to help each client live independently within the community. Support may be provided which helps clients achieve economic wellbeing, participate in education, training or other learning activities, develop or sustain a healthy and safe lifestyle and make a positive contribution to society. To review individual support plans within appropriate timescales no later than once every six weeks
- To attend relevant multi-agency meetings as required.
- To record case notes, input information onto the database promptly and maintain any other relevant Management Information Systems as required in order to ensure effective case management and assist monitoring and evaluation of service delivery.
- To maintain a good working knowledge of relevant legislation and policies to ensure the continued support of service users. To ensure that vulnerable people are protected through knowledge of Adult and Child Safeguarding Procedures.
- To work flexibly on a rota that will include weekend, evenings & occasional Bank Holidays
- To operate within Lifeshare's Charter of Service Standards, and report all problems promptly to the Team Leader.
- Undertake any other duties which are deemed to be within the spirit of the post  
The postholder may, very occasionally, be requested to travel outside of Manchester to attend meetings at Prisons, rehab Units or attend training courses.

## **General**

- To take personal responsibility for ensuring that designated duties are executed at all times in accordance with corporate policies and procedures.
- To carry out any other duties as may reasonably be expected of the post holder commensurate with the scope, spirit and nature of the job.
- To work in partnership with internal and external teams and stakeholders to ensure the best service is delivered for Lifeshare service users
- To work as part of a team, attend regular team meetings, undertake training as required and participate in one to one supervision sessions.
- To carry out duties in accordance with the Policies and Procedures of Lifeshare including Safeguarding
- To promote and implement Lifeshare's Equality and Diversity policy in all aspects of the post holder's work
- To ensure value for money in all activities
- To promote the core vision and values of Lifeshare

No job description can be entirely comprehensive and the post holder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

## **Person Specification – Experience, knowledge and personal attributes**

### **Essential**

- Experience of working with vulnerable young people or adults (those experiencing homelessness or housing vulnerability, or (a comparable service user group).
- Experience of working with drug and alcohol dependent young people or adults.
- Experience of working with clients with mental health needs.
- Experience of service delivery for clients with complex needs.
- Care, empathy and skilled in dealing with emotionally vulnerable people.
- Excellent ability to engage with people in an empowering manner.
- Experience of using databases and recording case notes.
- Experience of using a referral pathway.
- Effective communication; written and oral skills.
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- Effective administrative and IT skills including Microsoft Word, Excel, database usage and E-mail.
- Excellent organisational skills.
- Demonstrate knowledge of assessment, support planning and interventions that help people experiencing homelessness or housing vulnerability to become and stay healthy.
- Demonstrate knowledge of the challenges and solutions to working with a client group who may be experiencing one or more of the following; poor health (physical and mental), substance misuse and homelessness.
- Need to be enthusiastic, reliable, energetic, positive, flexible, creative and non-judgemental. An ability to multi-task and adapt to changing situations is an essential requirement.

### **Desirable**

- Experience of using the Outcome Star and Action Plan tool.
- Health or social care training to (Level 5) or other sector relevant training such as Trauma Informed Care, Motivational Interviewing, Mentoring or Brief Intervention training.

Lifeshare is committed to achieving a diverse workforce that reflects the communities we serve. We value respect and celebrate diversity we welcome and encourage applicants from all sections of the community regardless of the history of homelessness, sex, race, disability age, sexual orientation or religious belief.

For further information on Lifeshare's work visit [www.lifeshare.org.uk](http://www.lifeshare.org.uk)

**Application**

To apply please submit a covering letter explaining your suitability for the role and a current CV to [jobs@lifeshare.org.uk](mailto:jobs@lifeshare.org.uk) before 2nd November 2020, Virtual Interviews will take place 5th & 6th November 2020 and face to face interviews will be 9th November 2020 (Guidelines permitted)