

Job title	Housing Bank Worker
Responsible to	Hostel Coordinator/Housing First Coordinator
Geographical Reach	Gravesham and Medway
Base	Gravesend and Medway
Hours	Various
Salary	£12.62 per hour

JOB DESCRIPTION

Purpose of Post

This post is to deliver Housing and mental health Support Services to people over 18 who may also have complex needs. Gravesend (Rough Sleepers): North Kent Mind will provide the day support service of residents in this supported accommodation. The accommodation provides safe beds for up to 10 people on short hold tenancies and 4 emergency accommodation beds. Housing First (Medway) delivers support for clients with mental health and complex needs meeting clients at hubs in the community Monday – Friday 9am – 5pm.

The Rough Sleepers Project is a multiagency initiative, working in partnership with Serveco and Gravesham Council. It operates 24 hours for 365 days per year. North Kent Mind provides the day service Monday – Sunday 8am – 5pm.

Structure of the Post

North Kent Mind bank workers are taken on by the organisation in a casual capacity to ensure adequate staff cover in day services when the organisation cannot meet this from existing staff due to staff sickness, training, annual leave, or vacancies.

Bank Workers are supervised by the Hostel Coordinator in Gravesham or Housing First Coordinator in Medway.

They must be flexible to work on weekends and bank holidays where needed.

A: DUTIES OF THE POST: GENERAL

These duties apply to all North Kent Mind Staff, whichever service they work for

1. To work within a framework which:

- i. Abides by all the policies of North Kent Mind, including Equal Opportunities, Confidentiality and Health and Safety.
- ii. Promotes Social Inclusion, Empowerment, Well-being and the Recovery Model
- iii. Respects, encourages and builds on individual clients' coping strategies, skills and autonomy, and is in keeping with the Codes Of Practice for Social Care Workers as defined by the General Social Care Workers
- iv. Maintains good liaison with any other outside agencies as is necessary

- v. Promotes good joint working, links and cross-referral with all North Kent Mind colleagues.
 - vi. Adheres to the principles of the Social Care Standards as defined by the GCSI
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- 2. To participate in supervision and appraisal
 - 3. To attend staff meetings and Support Services team meetings
 - 4. To attend training/meetings and some annual events as required
 - 5. To undertake any other duties which a senior manager or Board of Trustees may, from time to time, reasonably delegate or assign.

B. DUTIES OF THE POST: COMMON

Bank Worker

- 1. To be based on site or community based to offer 1-2-1 support and engage with tenants both long-term and short-term, engaging with them as part of their ongoing recovery-based support plan.
- 2. To maintain, implement, and review support plans & risk assessments in conjunction with tenants.
- 3. To advise and support tenants with a wide range of practical and emotional issues, this may include liaising with other agencies, providers to arrange additional support for their complex needs (Council, CGL, CMHT, Medway River, Social Services, etc.).
- 4. To support long-term and short-term tenants with their move on plans and accessing move on accommodation.
- 5. To support and work closely with team members to ensure that day to day issues presented by tenants are appropriately dealt with in a timely manner.
- 6. To identify and report any tenancy agreement or service support breaches to the property owner and managing agent of the accommodation (Gravesham Council) (MHS).
- 7. To attend regular team and multiagency team meetings as required.
- 8. To supply and maintain outcome data as required by the Housing Services Manager as per contractual expectations with Gravesham or Medway Council.

B. DUTIES OF THE POST: Specific

- 1. To liaise with the correct Coordinator.
- 2. In the absence of your direct line manager, liaise directly with Head of Facilities and Housing or Deputy Housing Manager, as required.
- 3. To maintain excellent communication with your direct line manager.
- 4. Tenants Support:
 - a. To ensure you provide the weekly 1-2-1 support to your allocated tenants (including 1-2-1 sessions, updating, and creating their

support plans & risk assessments with them, signposting them to different services, liaising and working in partnership at a multiagency level to ensure your tenant needs are supported holistically, etc.)

- b. To ensure your tenants paperwork is accurate, up to date and you involve them and review these documents with them (Support Plans and Risk Assessments, Move on Plans, Other Needs Assessments, Referrals, etc.)
- c. Support clients through the Recovery & Person-Centred Model of practice to sustain temporary and substantive accommodation options
- d. Maintain up to date client records on existing systems and the joint rough sleeper case management system Inform (Gravesham) when required.
- e. Respond swiftly to crisis, putting plans in place to try and prevent further escalation.
- f. Record and monitor incidents & challenging behaviour (ABC forms)
- g. Complete and submit referrals on behalf of your clients to different types of housing/ care/ mental health accommodations or other services. Maintain an accurate record on your KPI spreadsheet about these types of referrals.
- h. Complete and submit Safeguarding KASAF referrals forms when required on behalf of your clients. Maintain an accurate record on your KPI spreadsheet about these types of referrals.

5. Data Collection & Reports

- a. To implement all measures advised by your line manager to ensure all contractual KPI's are met and delivered with high quality.
- b. Data Collection & Data Analysis to ensure our contractual expectations and KPI's are met.
 - i. Spreadsheets
 - ii. Tenants Records, Notes
 - iii. INFORM (Sales Force)
 - iv. Support Plans & Risk Assessments
 - v. Life Skills programme, activities, attendance sheets, etc.
 - vi. Feedback Forms
- c. Ensure all NKM Consent Form have been gathered for all tenants and are stored securely in compliance with GDPR regulations.

6. North Kent Mind Support Team will also be expected to conduct weekly room search for all tenants in the property. This adheres to a Gravesham Council procedure and you will receive training to proceed and action the room searches.

- a. Keep accurate and up to date room searches records for each tenant.

7. Multiagency work:
 - a. North Kent Mind will also be part and participate at a multiagency level as part of the service referral panel to assess and interview new referrals.
 - b. Ensure accurate and up to date handover notes are typed and passed on to other North Kent Mind Teams and at a multiagency level (Communication Book/ Online Handover Notes).
 - c. Support and work in partnership with associated projects such as but not limited to, the Gravesham RSI (Rough Sleepers Initiative), Medway RSI, Winter Shelter, The Overcliffe, Emergency Accommodation, Street Triage and 'Housing first' schemes, etc.
 - d. Support the formulation and delivery of multi-agency; clients join needs assessment, support plans & risk assessments
8. Life Skills Activities (indoors):
 - a. Develop Life Skills Program Based on Tenants Needs
 - b. Functional Needs Assessment to be completed
 - c. Life Skills Calendars, Programs, and Attendance records to be kept accurately and securely.
 - d. Complete Debit Card Request and get them approved by line manager for those activities that require additional materials or equipment.
9. Organise and record Housing Team Meetings:
 - a. Tenants' participation & feedback
 - b. Tackling issues/ mediation (conflict resolution)
 - c. Service development
 - d. House Rules (Tenancy Agreement, Code of Conduct, Service Level Agreement, etc.)
10. Organise activities in alignment to One Medway values:
 - a. Utilise parks for walks
 - b. Support clients with becoming 'clean and green'
 - c. Support with neighbours and their community

PERSON SPECIFICATION

Criteria	Essential	Desirable
Relevant academic qualification		✓
Demonstrate knowledge & experience in the field of mental health and clients with complex needs.	✓	
Knowledge & experience in the field of rough sleepers and substance misuse		✓
An understanding of the issues, needs & risks affecting people with mental health problems & complex needs	✓	
An awareness and understanding of housing options & mental health services for residents	✓	
A non-judgemental attitude to mental health service users	✓	
An understanding and awareness of Recovery & Person-Centred Model working with MH clients	✓	
An empowering and positive attitude to residents	✓	
An understanding of the social inclusion agenda	✓	
Ability to work with service users (Rough Sleepers with MH issues & complex needs) on a diverse range of subjects	✓	
Ability & experience to work within a multidisciplinary & multiagency team	✓	
Experience of completing referrals, support plans, risk assessments & professional reports	✓	
Experience gathering and collecting data for monitoring purposes		✓
Good written skills	✓	
Excellent listening skills	✓	
An understanding of the need for strong professional boundaries	✓	
Proactive and flexible approach to problem solving	✓	
Experience of monitoring systems	✓	
Good organisation skills	✓	
Good computer skills	✓	
Able to work on own initiative	✓	
Car driver/owner		✓

Experience & ability to work with challenging clients with multiple needs & manage crisis effectively	✓	
Proactive and flexible approach to problem solving	✓	
Ability to work on a flexible rota shift pattern (including long shifts and weekends)	✓	
Willingness to work flexible hours and take on extra shifts, sometimes at short notice	✓	