

<b>Job title</b>	HEAL House Coordinator
<b>Responsible to</b>	Head of Facilities & Housing
<b>Geographical Reach</b>	North Kent (area of focus Gravesham)
<b>Base</b>	Gravesend
<b>Hours</b>	FT 40 hours
<b>Salary</b>	£30,932.93 per annum
<b>Contract</b>	Fixed Term – 1 year

## **JOB DESCRIPTION**

### **Purpose of Post**

This post is to deliver Housing Support Services to people over 18 who experience complex needs at accommodation in Gravesend.

North Kent Mind will provide the day support service of residents in this supported accommodation for rough sleepers. The accommodation provides safe beds for up to 10 people on short hold tenancies and 4 emergency accommodation beds. NKM staff provides the day support service on site for clients with complex needs.

The 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 10am – 6pm.

### **Structure of the Post**

The Project Coordinator is supervised by the Head of Housing & Facilities.

For the calculation of travel expenses, the Gravesham accommodation shall be considered the base throughout, and travel between home and another working venue can only be claimed insofar as it is in excess of the distance between home and base. All time in travel between venues is counted as time worked.

Support Services provided by North Kent Mind will be formed by 5 staff, who will work as a team. HEAL House Coordinator and 4 Support Worker's will form the full time week day team as a rolling rota system. This ensures cover through the week and at weekends.

### **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
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**

### **HEAL House Manager**

1. To be based on site at Gravesham Accommodation 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, 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).
7. To arrange and attend regular team meetings, Formal and informal House meetings and multiagency team meetings (Services, Council and potential Rough Sleepers Initiative Meetings) as required.
8. To supply and maintain outcome data as required by the Head of Housing & Facilities as per contractual expectations with Gravesham Council.

## **B. DUTIES OF THE POST: Specific**

1. To give full cover and manage the team at the Gravesham accommodation.
2. To liaise with the Head of Housing and Facilities, and, Supported Housing Manager in the absence of the Head of Housing & Facilities.
3. To maintain excellent communication with the Head of Housing & Facilities.
4. To review all tenant support plans and maintain a consistent approach throughout the team.

5. To collate statistical information on behalf of the Head of Housing & Facilities as requested.
6. Line Management & Supervision:
  - a. To line manage:
    - i. X 4 Support Workers
    - ii. Bank staff
7. 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. Supervise your employees' caseloads and work done with their allocated tenants.
  - c. To supervise and sign the Support Plans and Risk Assessments your employees will complete with their tenants' caseloads.
  - d. Support clients through the Recovery & Person-Centred Model of practice to sustain temporary and substantive accommodation options
  - e. Maintain up to date client records on existing systems and the joint rough sleeper case management system Inform when required.
  - f. Respond swiftly to crisis, putting plans in place to try and prevent further escalation.
  - g. Record and monitor incidents & challenging behaviour (ABC forms)
  - h. Complete and submit referrals on behalf of your clients to different types of housing/care/mental health accommodations or other North Kent Mind or external services. Maintain an accurate record on your KPI spreadsheet about these types of referrals.
  - i. 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.
  - j. To ensure and encourage tenants to attend other sessions with North Kent Mind as part of their support.
8. Contractual & Service Management:
  - a. 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 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
    - vii. All 1:1 support or lifeskills sessions should be completed and returned to the Head of Housing & Facilities weekly.

- c. Analyse quarter results and present them in an accurate manner to Head of Housing & Facilities:
      - i. KPI, targets, outcomes, incidents, complaints, Safeguarding, etc.
      - ii. INFORM reports.
    - d. Ensure all NKM Consent Forms have been gathered for all tenants and are stored securely in compliance with GDPR regulations.
  9. North Kent Mind Support Team will also be expected to conduct weekly room searches for all tenants in the property. This follows Gravesham Council Policy and Procedures and staff will be trained and supported to conduct them.
    - a. Keep accurate and up to date room searches records for each tenant.
  10. 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 (Online Handover Notes).
    - c. Support and work in partnership with associated projects such as but not limited to, the Gravesham RSI (Rough Sleepers Initiative), Winter Shelter, The Overcliffe, Street Triage and 'Housing first' schemes, etc.
    - d. Support the formulation and delivery of multi-agency; client's needs assessment, support plans & risk assessments
  11. Life Skills Activities (indoors):
    - a. Develop Life Skills Program Based on Tenants Needs
    - b. Functional Needs Assessment to be completed
    - c. Life Skills Feedback & Participation Forms
    - d. Life Skills Calendars, Programs, and Attendance records to be kept accurately and securely.
    - e. Complete Debit Card Request and get them approved by line manager for those activities that require additional materials or equipment.
  12. Organise and record House 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.)
    - e. Give the tenants ownership on how and what they would like to do in the house meetings and ensure a social element to encourage attendance where needed.
    - f. Hold meetings/social catch ups once a week.

## 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.		✓
Knowledge & experience in the field of 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 communication skills	✓	
Excellent listening skills	✓	
An understanding of the need for strong professional boundaries	✓	
Proactive and flexible approach to problem solving	✓	
Experience of facilitating outcome and output monitoring systems	✓	
Good organisation skills	✓	
Good computer skills	✓	
Able to work on own initiative	✓	
Car driver/owner		✓
Ability to work flexible hours	✓	
Experience & ability to work with challenging clients with multiple needs & manage crisis effectively	✓	
Ability to lead teams	✓	
Proactive and flexible approach to problem solving	✓	