

# Job Pack / Engagement Worker, Justlife Brighton

## Overview - Justlife Brighton

The team provide holistic, responsive and flexible support to people with the aim of helping their experience of housing vulnerability be as short, safe and healthy as possible. This includes health engagement work improving access to primary care, helping clients improve and maintain their health, as well as a weekly activities programme and support specifically for those in temporary accommodation in the city. Justlife also engages in research into the affects of living in temporary accommodation, which informs our work locally, as well as enabling us to have conversations on a wider scale to bring about positive change. The project funders include the Brighton & Hove Clinical Commissioning Group, The BIG Lottery Fund and other grant funders.

## Job Summary - Engagement Worker

We have an exciting opportunity for a new Engagement Worker to join the team. The role will involve supporting a caseload of people placed in temporary accommodation through a number of interventions including connecting them with appropriate support services, accompanying them to appointments, assisting them in addressing health or substance misuse needs, as well as needs around housing and benefits. An important part of the role is also helping them in engage in the activities programme and other meaningful activities based on their strengths, interests and ambitions. Clients may be referred by the local authority or other agencies, as well as self-referring.

We are looking for someone who is highly motivated to support people, passionate about working collaboratively with others and has some experience of working in a related field in a voluntary or paid capacity.

Closing date for applications: **Monday 4<sup>th</sup> March 2019, 5pm**

Interviews:

Job Title:	Engagement Worker Justlife Brighton
Hours:	37.5 hrs per week
Contract:	Permanent
Normal hrs to be worked:	Monday – Friday, 9am to 5pm
Location:	Brighton
Salary:	£21,996

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

## Employment conditions

Employment conditions are detailed in the employment contract, which you can view. Annual leave entitlement is 25 days plus bank holidays.

## Personal development

Justlife will provide relevant training opportunities for this role as well as line management support and external supervision. Performance reviews will take place every 12 months.

## Job Description

### 1. Knowledge and Skills

- Use practical and procedural knowledge of working with clients to support them during their housing vulnerability. This could include, but is not limited to;
  - Assisting them in addressing housing, financial, health or wellbeing needs
  - Accompanying them to appointments
  - Connecting them with appropriate support services such as substance misuse services or food banks
  - Collaborating with agencies such as the local authority, housing providers and support services
  - Maintaining regular contact and a listening ear
  - Helping increase their self-confidence and self-efficacy to improve their chances of moving on from homelessness
- Use interpersonal and communication skills to provide support to clients and collaborate with others including colleagues, partner agencies, health care professionals and external agencies. Take and pass on relevant information from healthcare professionals, ensuring client confidentiality is maintained. Be aware of the client's social and environmental condition and report any matters of concern.
- Oversee work streams within the project as directed by the Project Lead.
- Working as part of the team to help develop the service including involving clients in the design and delivery of the service.

### 2. Initiative, physical, mental and emotional demands

- Carry out light physical tasks, such as travelling to visit clients, or lifting office equipment.
- Manage workload during periods of work-related pressure, including actively pursuing the project outcomes set for the project and individual clients.
- Support clients, many of whom have complex needs, to provide holistic, responsive and flexible services while dealing with the emotional demands this kind of support can bring.
- Support delivery of the activities programme where needed.
- Maintain robust records of work and information related to clients, using relevant systems and procedures.

### 3. Responsibilities for people, staff, finances and physical resources

- Brief and liaise with other members of the team and external agencies, enabling them to effectively carry out their roles.
- Use computers and other ICT equipment to record and produce information in relation to services delivered in a timely fashion.
- Work within an office environment, along with visits and activities.
- Ability to work in a pressurised environment

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of Justlife. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework, and in performing other duties commensurate with these responsibilities, the band of the post and skills and qualification of the post-holder.

### **Person Specification**

#### 1. Knowledge and Skills

##### **Essential**

- A. Paid or voluntary experience of working with vulnerable adults
- B. Desire to learn and develop
- C. Numerate and literate (Equivalent of level 1) and computer skills (Equivalent of level 1)
- D. Ability to work in collaboration
- E. Openness to innovation
- F. Empowering approach to supporting people

##### Desirable

- Previous employment in housing, health or social care
- Health or social care training to (Level 2) or other sector relevant training such as Trauma Informed Care, Motivational Interviewing, Mentoring or Brief Intervention training
- Experience of working with those affected by substance misuse
- Experience of using databases and recording case notes

2. Initiative, physical, mental and emotional demands

**Essential**

- A. Self motivation & ability to work unsupervised
- B. Excellent time management
- C. Accepting of authority
- D. Team player
- E. Ability to maintain personal wellbeing through periods of pressure

3. Responsibilities for people, staff, finances and physical resources

**Essential**

- A. Understanding of basic health and safety
- B. Ability to carry out administrative tasks

Please send applications by email to [recruitment@justlife.org.uk](mailto:recruitment@justlife.org.uk)