

**ROLE PROFILE
HOUSING FIRST PILOT CASE MANAGER**

Post Title Housing First Case Manager	Short title HFCM	
Reference: St Paul's Theory of Change version 25 Sep 2019		
Work place	St Paul's Hostel	
Responsible to	Housing First Service Manager	
Purpose of the job	Prevent rough sleeping.	
Resources	Staff and volunteers (peer mentors)	Lead and manage up to 3 mentors
Security Level: Enhanced DBS	Finance	None
	Physical	Two mentors
	Clients	Caseload of 5-7
Salary	£26,000 to £28,000 depending on experience	
Key Result Areas		
<ul style="list-style-type: none"> • The participants are able to manage their emotional and psychological pressures, feel their place is safe, stable and secure and do purposeful things with their time, feel good about themselves and willingly share those with people they trust so that they do not have another homeless episode. • Build a congruent, trusting and authentic relationship with participants that recognises their rights to a home, gives them choice and control, builds on strengths and recognises their aspirations that reduces harm, creates the conditions for growth, learning and development in order that they do not have another homeless episode. • Lead and coordinate contiguous services to create plans that are helpful to the participant, flexible, provide unambiguous accountability so that participants are protected, offered opportunities to recover and reconnect in order that they do not have another homeless episode. 		
Key tasks		
<ul style="list-style-type: none"> • Protect. Build psychological safety of the people so they access Housing First. Not only must they be kept safe but also they must feel safe so that trust can be developed. • Recover. Build relationships and resilience to underpin recovery. • Re-connect. People need friendships, help and support to live an inter-dependent life. • Prevent. Work with partners to prevent further episodes of homelessness. 		
Work arrangements		
Transport requirements	Access to car	Business Insurance applicable
Working pattern	Flexible to participants needs	HF is participant led. Working hours must be flexible, often outside of routine office hours and will include working occasional weekends and Bank Holidays.
Working conditions	Mobile. HF is participant led. Working hours must be flexible, often outside of routine office hours and will include working occasional weekends and Bank Holidays in order to support the team.	
Key internal relationships	Case Managers	

Key external relationships	Local Authority Housing Team in area, Police Community Neighbourhood Team, Local GP surgery.
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**CASE MANAGER
PERSON SPECIFICATION**

	Essential	Desirable	Assessed by
Knowledge			
K1	Knowledge of why people with relational or compound trauma, substance misuse, addictions and dual diagnosis may be resistant to accessing treatment or housing.	Knowledge of childhood attachment theories.	
K2	Knowledge of how to apply Trauma Informed Care and Psychologically Informed Environment and the principles of Housing First.		
K3	Good knowledge of local Adult Safeguarding Policies, Procedures, and risk management.		
K4	Excellent knowledge of social welfare benefits including how to set up Universal Credit claims online.		
K5	What other services are available locally and how to access them		

Experience			
E1	Working with people who have relational or compound trauma, substance misuse, addictions and dual diagnosis who maybe resistant to accessing treatment or housing.	Working within Housing, Health, Drugs misuse or similar service.	
E2	Experience of collaboration with peers in contiguous services and experience of negotiating and coordinating services that meet the needs of the participant.	Creation of participant centric support plans that coordinate multi-agencies.	
E3	Experience of the management of risk (Identify, Assess, Plan and Implement) and communicating risk management plans to others.		
E4	Experience of briefing more senior leaders and managers in contiguous services.	Briefing service directors or equivalent.	
Core Qualities			
CC1	Openness. Having no preconceptions, ensuring a fresh perspective, objectively appraising each situation and person.		Application, Interview
CC2	Compassion. Showing concerns for others and a strong desire to act in order to change the situation		Application, Interview Application, Interview
CC3	Optimistic. A belief that positive change is always possible.		Application, Interview
CC4	Reflective. A commitment to reflecting on what went well, what did not and how things could be done differently.		Application, Interview
CC5	Mutuality. Commitment to transparent relationships that are fairly negotiated from the beginning to ensure mutual benefit.		

Skills and Competencies			
SC1	Communications <i>Envision, Influence, Connect</i>		Application, Interview
SC2	Teamwork <i>Relationships, Respect, Trust</i>		Application, Interview
SC3	Listen & Analyse <i>Question, Hear, Think</i>		Application, Interview
SC4	Dealing with Complexity <i>Simplicity, Clarity, Skill</i>		Application, Interview
SC5	Quality & Results <i>Innovation, Ownership, Service</i>		Application, Interview
SC6	Leadership <i>Visibility, Accountability</i>		Application, Interview
Physical, Mental and Emotional demands			
PME1	Capacity to contain anxiety and be self-contained.		Application
PME2	An ability to tolerate stress and recognise personal limits		Application
PME3	Capacity to work reflectively and be aware of one's responses to others.		Application
PME5	Use of self, being authentic, genuineness and congruence and not hiding behind professional status or role.		Application, Interview
PME6	Capacity of self-reflection – desire to know why one is drawn to this work		Application, Interview
PME7	Ability to own their mistakes		Application
Other			
O1	Excellent MS Office skills		Application, Test
O2	Excellent administration skills		Test