# Role Description: Specialist Inreach Worker

## Key Dimensions of the Role

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| **Role:** | Specialist Inreach Worker |
| **Reporting to:** | Head of Services |
| **Salary:** | £29,218 |
| **Purpose of the Job:** | To work with other members of the MASH team to achieve the following outcomes for women who are rough sleeping, begging and sex working:   * To improve the pathway for women into accommodation * To improve women’s health * To improve women’s well being * To empower women to make choices * To increase women’s safety * To influence policy and practice changes in other agencies working with our client group * To influence a more positive view in society of our clients   Using a gender and trauma-informed approach, the Specialist Inreach Worker will work closely with women who are moving through the complex women’s pathway. This will involve offering continuity of support to women ensuring they have pathways into vital services that support their needs, keep them safe and minimise their risks of returning to the street. The specialist worker will deliver a service that is focused on reducing homelessness for women and addressing the trauma related to violence against women/girls and domestic violence and abuse. The specialist frontline worker will encourage women to engage with services to improve their longer term outcomes, break the cycle of homelessness and address their holistic needs to encourage recovery. |
| **Hours:** | 35 hours per week |
| **Contract:** | Fixed term for 3 years (until 31st March 2025) |
| **Annual leave entitlement:** | 25 days plus bank holidays (pro rata) |
| **Location:** | MASH, 94 -96 Fairfield Street, Manchester, M1 2WR |
| **Closing date:** | Midnight on 26th June 2022 |
| **Interview:** | Interviews will be held on Wednesday 6th July 2022 at the MASH office |
| **Start date:** | 8th August 2022 |
| **Additional info:** | It is an occupational requirement under the Equality Act 2010 (Schedule 9, part 1) for this post to be filled only by a woman. |

## Key accountabilities of the role:

**Homelessness Support:**

* To work closely with the Outreach In Team and the MASH Street Engagement Worker to identify women who are rough sleeping and develop and implement a broad range of proactive solutions to help women who are sleeping rough on the streets to get into accommodation that meets their needs.
* To assist women through a pathway of housing assessment, temporary accommodation and into longer term accommodation.
* To provide ongoing support to women residing in accommodation which is aimed at identifying any immediate support needs that may pose as a risk to loss of accommodation.
* To promote effective communication between women and accommodation providers and work with women to ensure that service users are fully aware of their housing rights and their responsibilities whilst residing in accommodation.
* To work closely with accommodation providers passing on key information relating to support and safety plans that have been agreed to ensure that women are kept safe and well.
* To deliver wrap around services to women on the streets and in accommodation to build up rapport and trust.
* To respond to women offering brief interventions and ensuring that women are referred into appropriate services that meet their needs.
* To refer women into trauma focused therapy at MASH to be assessed for structured ongoing counselling.
* To liaise with the benefits agency and plan budgets to support women to take control of their finances.

**Case Work Support**

* To encourage service users to engage in casework and undertake a comprehensive assessment of need and work with a support plan.
* To maintain high quality case records using the GM Think electronic system.
* To work proactively with service users to encourage them to make positive choices and address any barriers to this.
* To promote and ensure that safeguarding is afforded high priority and integrated into all functions of professional practice at MASH. Responsible for the escalation of any adult/child safeguarding to management and local authority in-line with MASH policies and procedures.
* The post holder will be expected to act in accordance with relevant General Data Protection Regulation (GDPR) and related organisational standards and procedures.

**Partnership Work**

* To liaise closely with the MASH Specialist Inreach Worker at the Gransmoor ABEN provider and the MASH Street Engagement Worker to develop communication pathways around women’s accommodation status/needs and work together to facilitate the best outcomes for women.
* To work closely with the Pankhurst Trust Manchester Women’s Aid (PTMWA) provision to ensure that women who are victims of domestic abuse get access to domestic abuse and violence (DVA) support and awareness.
* To work closely with accommodation providers to ensure that women residing there have support leading up to an appropriate ‘move on’ into longer term accommodation.
* To promote the services of MASH and the broader work of MASH to service partners advocating a consistent trauma informed approach that is shared by the team and integrated into service delivery.
* To signpost to other services such as the drug service, mental health, sexual health, adult social care and the GP to ensure that women’s needs are met holistically.

**Organisation/team-wide responsibilities**

* Contribute to the delivery of MASH’s aims and objectives, to achieve our vision and strategic mission
* Support the team to achieve our aims by working collaboratively and through a consistent, proactive demonstration of MASH’s values and behaviours
* Attend monthly supervisions, annual performance reviews and team meetings
* Attend meetings or training events, either internal or external, as required by MASH
* Work in-line with the MASH policies, procedures and systems at all times
* A willingness to occasionally work outside of normal office hours as and when required
* Develop and maintain a broad knowledge regarding sex work, locally and nationally and keep abreast of issues facing women involved in sex work such as; domestic violence, substance misuse, mental health, homelessness, begging, modern slavery and the criminal justice system

The details contained in this role description reflect the content of the role at the date it was prepared. It may be possible that the duties of role will change, existing duties may no longer be required and other duties may be introduced without changing the overall nature of the role or the level of responsibility entailed. Any changes to the role description will be in consultation with the post holder.

## Person specification

Essential:

* A minimum of 3 years’ experience of working with service users in a challenging frontline environment and a good understanding of the complex needs relating to women and homelessness.
* Significant experience of identifying and managing risk.
* Significant experience of identifying forms of abuse/harm and escalating concerns of safeguarding to the multiagency safeguarding hub.
* Ability to implement safety plans in-line with MASH risk assessment processes.
* Ability to think on your feet and effectively deliver crisis interventions as and when necessary.
* A good understanding of harm reduction; drug intervention and treatment; sexual health; homelessness, domestic violence, mental health and modern day slavery.
* Knowledge of the statutory framework for safeguarding children and adults.
* Experience of working with women trapped in the cycle of homelessness and/or involved in sex work and rough sleeping.
* Experience of partnership working with other agencies.
* Experience of liaising with a broad range of individuals and organisations and establishing and maintaining professional working relationships.
* The ability to take responsibility for the delivery of services and the ability to use integrity and work off your own initiative.
* Excellent organisational and planning skills.
* Excellent communication skills.
* Computer competent and able to navigate around electronic systems and input information.
* A commitment to MASH’s vision and way of working.

Desirable:

* A recognised qualification in housing/community development, social work, social care, or equivalent.
* Experience of operating within the statutory housing field and some understanding of the Homeless Reduction Act and the legal duties on local authorities.
* Basic knowledge of the benefits system and how to apply.
* The ability to assist with service development, communicate innovative ideas and to be able to take ideas forward as part of a team to assist with creating improved or new ways of working.

**The post is subject to DBS checks, suitable references, and completion of a 6-month probation period.**