

# BROWNS

## COMMUNITY SERVICES CIC

### JOB DESCRIPTION

<b>Job Title:</b>	<b>Browns Community Services – Intensive Support Worker</b>
<b>Responsible to:</b>	<b>Resettlement Services Project Manager</b>
<b>Job Types:</b>	<b>Full Time, Permanent</b>
<b>Holiday:</b>	<b>28 days – Including bank holidays</b>
<b>Operational Area:</b>	<b>Windsor and Maidenhead</b>
<b>Salary:</b>	<b>£26,000, rising to £26,500 after probation</b>
<b>Benefits:</b>	<b>Company events, Company pension, On-site parking, Wellness programme</b>
<b>Hours:</b>	<b>40 Hours; Monday – Friday, 09:30 – 17:30</b>
<b>Location:</b>	<b>Based out of Slough Office</b>
<b>Experience:</b>	<b>1 - 2 years experience supporting clients with multiple complex needs and/or Housing/Resettlement experience (required)</b>

---

#### About You:

Are you looking for a new challenge, the opportunity to develop and progress with a growing company?

Tired of the same promises of being supported but never offered the time to focus on your own progression?

Do you take pride in improving people's lives and seeing their progress?

Are you empathetic, understanding and have a 'don't give up' attitude towards the people you support?

Well, Browns Community Services may be the organisation for you. Established in 2015, Browns Community Services is a national award-winning organisation that provides bespoke adult social care across the Thames Valley. We pride ourselves in putting the needs of our service users first.

Our homeless Intensive Support Resettlement project is working in conjunction with Royal Windsor and Maidenhead Homeless Pathway to support clients with complex and multiple needs in stage 2 & 3 of the pathway working towards moving towards their own property or those who could be at risk of becoming homeless.

### **The Role:**

- To hold a caseload of clients with complex and multiple needs who are homeless.
- Build supportive, trusting relationships with clients and creating a positive atmosphere.
- Set realistic, achievable individual plans with clients with appropriate supported steps towards their goals.
- Undertake support work in partnership with external stakeholders to complement their interventions.
- Introduce clients to and support them to access appropriate services, both within Browns Community Services and within existing provision elsewhere to unlock specific barriers to progression.
- Support clients to take the next steps in their progression journey and to sustain engagement with services.
- Attend probation appointments; meet with probation officers and support clients to comply with their probation orders.
- Attend court with clients; support them to access and work with solicitors and attend hearings.
- Keep links with clients if they go into prison via phone, video-link and prison visits.
- Meet with clients on day of release and support integration into the community.
- Support clients to apply for benefits; attend Job Centre appointments, assessments and tribunals.
- Support clients to access housing pathways; complete housing/homeless applications, gather supporting evidence, attend appointments and assessments with local authorities.
- Support clients to sustain accommodation, making and sustaining repayment plans, reporting repairs, addressing repairs and complying with tenancy agreements.
- Support clients to access medical appointments, registering with GP, making and attending appointments.
- Support clients to access mental health services; complete referrals, attend assessments and reviews.
- Support clients to access drugs & alcohol services; make referral, attend appointments, groups and review meetings with key worker and service GP.
- Support service users to engage with legitimate economic activity or to gain voluntary work experience.
- Developing productive relationships with partner organisations to improve service outcomes and to provide holistic support to clients.
- To monitor client progress on our Outcome Star database.
- Case note client contact on Charity Log database.
- Support the Project Manager, produce monthly and quarterly reports as and when required.
- The ability to demonstrate initiative, enthusiasm, flexibility and be able to use own initiative and work on your own.