

ROLE DESCRIPTION

Job Title	Housing First Practitioner (based in Wirral)
Salary Band	24 - 26 (plus shift allowance and weekend allowance)
Reporting to	Housing First Locality Manager
Directorate	Investment and Delivery
Service Area and sub area	Homelessness and Housing First
Team	Wirral
Political Restriction	N/A

1. Primary Purpose of the Post
Housing First Practitioners provide support in line with the Housing First Principles to individuals with multiple complex needs. Practitioners are responsible for providing personalised, trauma-informed support with a focus on providing practical help to individuals to help them maintain their tenancies and work with them to clarify their goals. Due to the nature of the support they provide, Housing First Practitioners have a more manageable caseload of individuals to support, and the role may involve working with people on their journey from rough sleeping (via outreach work) through to finding and sustaining accommodation. The Housing First Practitioner will provide flexible, open-ended step up and step-down packages of support, advice and assistance to people who are/have been homeless, so that they are able to access and maintain a safe and secure home of their own, in line with Housing First principles. Housing First support includes: • Wrap around intensive trauma-informed support • Risk assessing and Safety planning • Collaborating with other agencies/services • Accommodation support (practical help as well as benefits advice) • Out of hours face to face and telephone support You will work as part of a small, dynamic team, including a locality manager who will provide supervision and support.
2. Your responsibilities
Deliver high quality person-centered support in line with Housing First principles including: • Establish open and trusting relationships with people who are/have been homeless or in temporary/insecure accommodation, and who are experiencing complex issues. • Responsible for a manageable case load within Housing First guidelines.

- Support individuals to achieve their goals and outcomes through intensive strength-based case management and ensure everyone has a plan of support that is led by the individual. This is updated using 'every contact counts' methodology.
- Enable service users to access community resources, support the removal of barriers to engagement within mainstream services. Provide positive, practical and emotional support to the individual to encourage and improve engagement.
- Develop an enabling partnership approach that supports all people using the service to attain their rights and entitlement.
- Actively participate in achieving defined outcomes for service users either in a 1-1 setting or through a multi-disciplinary approach. Leading on joint plans of support and joint safety and inclusion planning.
- Actively identify the strengths, assets and aspirations of individuals and enable, encourage and empower them to access relevant opportunities and/or services.
- Be responsible for the identification and recording of risks and be able to demonstrate you have considered risk mitigation through your own dynamic risk assessment and considered positive risk taking. To ensure safety and inclusion plans are shared with colleagues, and the individual being supported.
- Promote service user led service delivery and encourage service users to contribute to the continuous improvement of the service and ensure that service users can communicate that they are satisfied with the support they receive.
- Work in partnership with the individual to record and monitor their progress, regularly reviewing progress against goals, celebrate and record positive outcomes.
- Maintain relationships with Landlords and other agencies with a view to improving the quality of wrap around support services and improve the long-term sustainability of outcomes.
- Implement existing policies and procedures and to input into the development of new policies and procedures.
- Contribute to regular reports and evaluation requests on the service as required.
- Provide temporary cover for colleagues across the city region, as required.
- Participate in a rota system of shift duties, to ensure that service delivery is maintained in a consistent way, in the evenings, at weekends and on bank holidays, 365 days a year.
- Embrace a commitment to engaging with reflective practice and clinical supervision.
- Ensure your own continued professional development of Knowledge of Housing First and Housing Led approaches and their role in systems change across homelessness services.
- Embrace an understanding of and hold a personal commitment to the Vision and Aims of Liverpool City Region Combined Authority.
- Hold a commitment to providing a high-quality customer service and ensuring service standards are met.
- Share the LCRCA Commitment to and understanding of equal opportunities with an active commitment to equality of opportunities for individuals who have experienced marginalisation and discrimination.
- Share the LCRA commitment to working towards ending homelessness in the Liverpool City Region by ensuring high quality services which meet the needs of homeless service users.
- Provide a safe, welcoming environment for people accessing services.

3. General Corporate Responsibilities

- To represent and promote the work of the Liverpool City Region Combined Authority (LCRCA) and the wider Liverpool City Region (LCR), locally, regionally, and nationally.
- To represent the LCRCA (Liverpool City Region Combined Authority) and the Liverpool City Region public and partner organisations to raise the reputation of the LCRCA and promote its interests and its service users.
- To work with public and other relevant bodies to support Liverpool City Region's communities, through services and activities which address local concerns, and which foster social capital and 'resilient communities.'
- Promote understanding of and adherence to the Combined Authority's core values by modelling appropriate behaviours and encouraging others to do likewise.
- Promote and encourage continued improvement in service quality and efficiency.
- To participate in all aspects of training and development as directed and to use all relevant learning opportunities to improve personal skills to improve effectiveness and efficiency of service delivery.
- Engage, maintain and deliver health and safety standards in the workplace, with an understanding of first aid and mental health first aid and safe systems of work.

It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements and with Standing Orders and Financial Regulations of the Combined Authority, and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, and the Combined Authority's safety plan.

This job description is not intended to be prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing.

PERSON SPECIFICATION

Job Title: Housing First Practitioner (based in Wirral)

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
Educated to (or willing to work towards) level 3 of the Regulated Qualifications Framework for England. Sector relevant vocational, technical, and professional. Ideally Level 3 in adult social care or housing qualification or similar relevant work experience.	D	A, I
Experience and knowledge	E = Essential D = Desirable	Identified By
Data Protection -understanding and adhering to the regulations within the Data Protection Act 2018, and the principles and requirements when dealing with personal data.	E	A,I

IT- The ability to effectively use computers/devices and navigate systems and software tools relevant for the role. Including performing tasks on a computer/device, managing data, and efficiently communicating digitally.	E	A,I
Safeguarding -Knowledge and understanding of safeguarding policies and procedures, and the practices around safeguarding that protect vulnerable individuals from harm, abuse or exploitations. An awareness of potential risks and the signs of vulnerability and taking proactive action to ensure the safety and wellbeing of those in need.	E	A,I
Substance and Alcohol use -Understanding the complexities of substance and alcohol use including the physical and psychological effects on individuals. Able to apply knowledge when supporting individuals through harm reduction and treatment services.	D	A,I
Welfare Benefits - Understanding of the financial assistance and support systems provided by government agencies or other grant funded organisations. Able to apply knowledge when supporting individuals to access crucial financial support.	D	A,I
Women experiencing Homelessness -Understands the need for a different approach to homelessness support for women or female identifying people.	D	A,I
Mental health and the Mental Capacity Act -Understands the relationship between mental health needs and homelessness, how mental health needs can contribute to homelessness, and the challenges individuals face when trying to access and maintain stable housing solutions.	D	A,I
Modern Slavery -Understands Modern Slavery in the context of homelessness and can identify the different types of exploitation and the signs. Knows how to respond to immediate safeguarding concerns.	D	A,I
Homelessness and Housing Law -Understands the importance of the Housing Law legal framework and its relevance to policies addressing homelessness. A general awareness of basic legal rights of individuals facing homelessness and their practical implications.	D	A,I

Skills and abilities	E = Essential D = Desirable	Identified By
Trauma-informed care -Demonstrate understanding of the impact, principles and application of trauma-informed care. Able to deliver a service that promotes safety and empowerment while being sensitive to individuals, helping create a supportive and healing environment.	E	A,I,

Partnership Working -Ability to use a collaborative approach to responding to challenges faced by individuals experiencing homelessness which involves coordination between different agencies. Demonstrate networking, shared goal setting and resource pooling where appropriate.	E	A,I
Communication -the ability to demonstrate good communication skills, both verbally and written to effectively express ideas and information. Understanding the importance of adapting communication style according to whom they are communicating with. Using effective communication to build clear professional relationships.	E	A,I
Solutions Focused -Ability to focus on finding effective solutions to a problem, rather than focussing on the problem itself. Being able to support individuals to move forward positively and learn what could be done differently using their existing skills.	E	A,I
Strengths-based Practice -Ability to recognise and build on strengths and capabilities of an individual, using empowerment and resilience and emphasising the potential for growth and experiencing positive change.	E	A,I
Managing Challenging behaviour - Ability to demonstrate a combination of empathy and effective communication. This includes appropriately responding to and addressing behaviours that may pose difficulties or risks to the person or the people around them. The ability to maintain focus on the wellbeing and safety of individuals using techniques such as de-escalation, empathy, understanding and conflict resolution.	E	A,I
Team Working -ability to collaborate and work well with colleagues towards shared goals. Ability to utilise effective communication, active participation, and the willingness to contribute to group success. Demonstrating respect of diverse perspectives and using strengths of the group to achieve common goals.	E	A,I
Lone working -Can demonstrate an awareness of what lone working is and the associated risks of working alone. Understands the importance of safety measures and adheres to and uses communication tools when working alone.	E	A,I
Assessment and Support Planning - demonstrate proficiency in support by conducting assessments and identifying needs. Ability to competently communicate and complete accurate documentation records.	E	A,I

Personal Attributes	E = Essential D = Desirable	Identified By
Time Management - ability to set realistic goals, prioritise tasks, organise time to increase productivity and efficiency and use methods to track and meet deadlines. Balance the demands of the job in a timely way.	E	A,I
Professional Boundaries - Ability to establish and maintain clear, ethical, and professional boundaries when providing support and services to individuals facing homelessness.	E	A,I

Core Behavioural Competencies	E = Essential	Identified By
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	D = Desirable	
Equity, diversity and inclusion- understanding the importance of fostering fair and inclusive practices to create a culture where everyone feels respected, valued and supported. Ensuring equal access to services, breaking down barriers, and addressing discrimination, harassment, victimisation and disadvantage.	E	A,I

Key to Assessment Methods:

A - Application	P – Presentation
I – Interview	E – Exercise