



## **Role profile**

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**Job Title:** Resettlement and Community Link Worker

**Post Number:** 208345

**Grade:** SO2/PO1

**Directorate:** Housing, Planning and Economic Regeneration

**Service:** Homelessness, Independence and Preventative Services

**Reports to:** Assistant Service Manager

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### **PURPOSE OF ROLE:**

- You are a frontline professional delivering a first class, modern and flexible service to some of the most vulnerable people in the Borough. You are outcome focussed and creative in the way you achieve successful outcomes, offering bespoke solutions on a day-to-day basis. You are motivational and an expert negotiator to achieve the best possible outcomes.
- You adopt a casework-based approach to complete detailed holistic needs and risk assessments relating to housing, health and social care needs. You provide practical interventions and support to resettle individuals and families to enhance their ability to live independently. You develop and deliver creative outcome led support to promote personal independence and resilience and reduce the need for statutory interventions. You work proactively and collaboratively to prevent and resolve crisis, identifying early warning signs where accommodation may be at risk.
- You are confident to visit residents in their homes and other settings, and work from different locations in the Borough. You are able to have challenging conversations with residents and other professionals while maintaining a customer focus to achieve successful resettlement outcomes.
- You are proactive in reviewing and evaluating your own performance and acting on your own initiative to improve and develop.

## KEY ACCOUNTABILITIES

- Work collaboratively with your colleagues, partner agencies, voluntary sector and residents to contribute to the effective delivery of the integrated preventative service across housing, health and social care to achieve successful resettlement and preventative outcomes and reduce the need for statutory interventions.
- Work flexibly to meet service needs and the needs of residents, providing practical, intensive interventions, including visits to a variety of settings.
- Support new residents arriving in the Borough via the government refugee resettlement schemes, providing practical support to ensure all required outcomes are met, working outside normal working hours as necessary to maximise engagement opportunities.
- Work in a person-centred way, carrying out holistic assessments and investigations to capture housing, health, social care, financial and employment needs and working proactively with other agencies to ensure those needs are met.
- Coach and empower individuals to increase their ability to gain and maintain their independence.
- Think creatively and decisively to find and implement bespoke solutions across services who have conflicting agendas to integrate, resettle, promote personal independence and build resilience of residents with complex needs.
- Devise, monitor and review holistic personalised plans to achieve successful housing, health and social care preventative and resettlement outcomes.
- Adopt a casework-based approach while working with competing priorities in a changeable environment, ensuring targets and service objectives are met.
- Record, monitor and track clients, ensuring relevant systems are kept up to date with concise, accurate, evidence-based records, identifying and recording risk issues to minimise risks to others.
- Keep up to date with key legislation, policies and procedures, in particular in the areas of homelessness and eligibility for housing and homelessness assistance, and the council's statutory duties in relation to housing, health and care needs, to ensure high quality, timely and accurate decision making.
- Maintain up to date service information and proactively build professional relationships with other professionals, making referrals to internal departments, external agencies and other local authorities and proactively following up to ensure referrals are acted on.

- Deal promptly and effectively with enquiries and referrals and be part of a duty rota system, including participation in the council's emergency planning and responses to emergency situations when required to do so.
- Cover for other staff across the service as required and undertake other duties commensurate with the purpose of the post.
- To assist in the conduct of elections when required to do so.

### **These are the values that drive us:**

#### **Lead with heart**

We're here for the people of Hounslow. We work together with them and for them with care and compassion, with patience and in partnership. We put ourselves in other's shoes, remembering that every person is different, and every interaction is a real moment in their lives. We always feel first.

#### **Do new**

We need to do things differently if we're going to help Hounslow people thrive in the future. Hard work is important but it's not enough on its own. We need to challenge ourselves to break new ground, invent new approaches, try new ideas keep moving forward and keep improving. That means being ready to stop doing things we've done before. It means taking on risk and backing each other when we take a leap.

#### **Pass on the power**

The world keeps on changing and we need to change with it. We won't be able to adapt fast enough to the future needs of our residents if we stick to old fashioned command and control. We need to hand over responsibility and give people more power to make decisions and take action themselves. It's about being transparent and straightforward. It's about providing tools and support.

But most of all, it's about being ready to trust each other to do the right thing.

#### **Harness the mix**

We work together, across disciplines and roles. We talk lots, share our insights, our skills and experience. We're not interested in siloes or defensiveness. We're always open to different approaches, we're flexible and ready to adapt. We break down the barriers between our parts and people to unlock the problem-solving power of our amazing mix of minds.

#### **Be a rock**

There's lots to do and people need us. It's up to us to take the initiative. To take responsibility. To stand up and be counted. Everyday. It's about being super focused, effective and efficient. It's about allocating our resources smartly and with good rationale – using data to help guide our decisions. But most of all, it's about having the strength and determination to keep on going through thick and thin.

**The top 5 things about you that are most important:**

- You have experience of working in a multi-disciplinary way in a customer orientated environment involving complex and diverse client groups and an understanding of complex legislative frameworks including homelessness, social care, mental health, immigration and welfare benefits.
- You are a great communicator to engage effectively with a broad range of people to influence, motivate, negotiate and persuade and you quickly build trusting relationships with complex individuals, and other professionals, to empower residents to build resilience and gain and maintain their independence.
- You act with integrity, take personal responsibility and handle stress effectively while maintaining high levels of motivation and enthusiasm to achieve successful resettlement, community integration, and corporate preventative outcomes, using proactive and creative solutions.
- You work independently, proactively and flexibly, being an expert problem solver demonstrating excellent analytical skills, while you research and apply relevant legislation and policy to complex and contentious cases and make decisions confidently.
- You are a high performing individual who works collaboratively with others, adapting to meet a range of changing needs while achieving targets and service objectives and make the team the very best it can be.

**Qualifications:**

- You have relevant work-based experience and engage in continuous professional development.
- You preferably have a current driving licence but can travel independently around the Borough to carry out home visits and meet residents and other professionals in community settings.
- Basic DBS check is required for the role.