

## JOB DESCRIPTION

**Job Title: Engagement Worker**

**Service: Operations**

**Reports to: Deputy and/or Service Manager**

**Direct Reports: None**

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### ABOUT THE ROLE

The Engagement Worker in this post will contribute to successfully rehabilitating and reintegrating our residents and participants back into the community, through a variety of techniques such as key working and various engagement activities. Providing pathways, support and appropriate interventions that will enable successful resettlements and work with external partners, agencies and commissioners to achieve the desired outcomes of the service, delivering safer more integrated communities for all stakeholders.

You will work in accordance with service specifications and agreements to provide a flexible service which is responsive to individual needs.

### ABOUT YOU

The person in this post will be driven to provide high quality care and support to others. An effective team member who can communicate effectively with people from different backgrounds and can respect equality, diversity, and inclusion. The person will be confident in working in the social care setting and can be compassionate, supportive, and empowering to others. They will be able to form effective, positive, and motivational relationships.

### KEY RESPONSIBILITIES

- Support a caseload of residents and participants as designated by the line manager and contribute to the development of support plans, risk assessments and reviews, to meet resident and participant needs.
- Empower our residents and participants to make decisions and take control over their lives, by creating an enabling environment. Provide advice, information and guidance to residents and participants.
- Empower residents and participants to participate in the running and development of projects, social enterprise initiatives, training, therapeutic sessions, volunteering or work experience.
- Encourage residents to develop social networks and undertake meaningful activities to assist them to develop positive coping mechanisms and reintegrate into the wider community.
- Ensure all residents and participants understand their rights and responsibilities and have access to the right tools and resources, to support them back into society and building networks. For example, assisting with making welfare benefit claims, and signposting to the correct provisions.

- Develop and maintain strong relationships with internal and external persons and agencies including but not limited to care providers, neighbours, GP's, probation services, and community forensic teams.
- Recognise signs of deteriorating mental health and initiate appropriate interventions to prevent a crisis.
- Complete safeguarding and other referrals where required.
- Support named residents/participants with various personal needs as required.
- Attend appointments with residents as required.
- Assist the Service Manager in managing health and safety, maintenance and other activities for the service, including tenancy management and onboarding to the service.
- Administration duties will vary. This includes maintaining confidential records in a timely manner and containing information in accordance with relevant statutory and organisational policies.
- *Other duties may include but not limited to, maintain clean and tidy offices and communal areas, removing rubbish, reporting repairs and ordering/replenishing supplies.*

### SIG Policies and Data Protection

- Promote the SIG values in creating a positive and productive environment, to create a Psychologically Informed Environment (PIE).
- Maintain high standards of service provision in line with organisational values and requirements, ensuring a safe, effective, caring, and responsive service.
- Maintain confidentiality in line with organisational policy in respect to residents, participants, staff, and business sensitive information.
- Adhere to SIG policies, processes, best practice, Equality, Diversity & Inclusion (EDI) and data protection at all times.
- Comply with Health, Safety, and Environmental procedures.

Other responsibilities than those described above may be required to be undertaken from time to time and will be expected to be performed to as long as it is within the capability and level of the position.

### PERSON SPECIFICATION

Qualifications and Experience	Rating
Experience of working with people of complex backgrounds, ex-offenders, mental health, substance misuse, challenging behaviours <b>or</b> a good understanding of the sector	Essential
Experience creating co-produced support plans and providing appropriate interventions for service user and liaising with other professionals	Desirable
Appropriate professional qualification: NVQ/Diploma Level 2 in Health & Social Care/Community Justice or professional equivalent	Desirable
Experience of providing housing support and practical assistance within a residential or outreach support role	Desirable

<b>Skills and Abilities</b>	
IT Proficiency, ability to learn new software programs, basic Microsoft experience	Essential
Understanding of the housing and social needs of people with multiple and complex needs	Essential
Understanding and/or practical application of key legislation regarding social care, housing, criminal justice and mental health	Essential
Understanding and/or practical knowledge of the social and societal marginalisation that can be attached to people with mental health issues, addiction, exploitation, homelessness and within the criminal justice system	Essential
<b>Personal Characteristics</b>	
Excellent communication skills both written and oral and relationship building	Essential
Able to influence and negotiate positive outcomes with others	Essential
Ability to work with confidential information, maintain accurate records and write accurate reports	Essential
Sensitive and empathy to others, dealing with challenging circumstances with professionalism	Essential
Trauma-informed, non-judgemental approach to overcome barriers and achieve goals	Essential