



Case Worker

First Base Day Centre

Job Description

Ref: 183

Job Summary:

First Base Day Centre provides a safe and supportive space for people experiencing homelessness to meet their essential daily needs, with support and advice from a team dedicated to helping people end homelessness and achieve positive change.

The post holder will play a vital role within the existing team to take part in running sessions for clients at the Day Centre and will provide ongoing casework support to a caseload of clients. This will include forming supportive relationships with new, as well as pre-existing clients.

The post holder will work collaboratively as part of a team, as well as at times working independently. The role involves working with people who have multiple and complex needs who face a range of barriers and obstacles. The post holder will possess a high level of resilience and will have experience working with people with experience of trauma, whose behaviour can at times be challenging.

Responsible To:

- Operational Manager and Deputy Manager, First Base Day Centre
- Senior Manager – Support Services

Responsible For:

- First Base clients accessing the Day Centre
- Managing a caseload
- Working effectively with staff from other agencies
- Supporting interns and students on placement
- Visitors to First Base

Significant Working Relationships:

- BHT Sussex staff
- Brighton and Hove City Council staff
- CGL Brighton Street Outreach Team
- Agencies and projects providing sessional input to First Base
- Relevant statutory and voluntary organisations concerned with the interests of clients
- Specialist Health and Mental Health services

Duties / Responsibilities:**General Responsibilities:**

1. To assist the Operational Manager, Deputy Manager, and other First Base staff as necessary in the daily running of First Base.
2. To work on a rota basis covering two shifts, 7:30am - 3:30pm or 8:30am - 4:30pm.
3. To work on a rota basis to cover the Duty Office, Reception Desk, and Food Service at First Base.
4. To take part in food preparation following Food Safety procedures.
5. To manage clients safely at the front door and manage immediate 'crisis' problems.
6. To provide, in conjunction with other First Base staff, support on a day-to-day basis for interns, volunteers, and students on placement.
7. To attend and contribute to staff meetings and clinical supervision.
8. To facilitate group work sessions with clients and support external facilitators.
9. To actively uphold and promote BHT Sussex Equality and Diversity Policy in all respects by delivering and encouraging the highest standards of behaviour and practice.
10. To work with the Senior Manager, on occasion, to provide support for the running of short-term specialist accommodation-based projects, for example, the provision of Severe Weather Emergency Shelters.

11. To undertake such other duties as appropriate to the grade and character of the work as may reasonably be required.

Case Work:

1. To manage a client caseload and provide ongoing support to clients of First Base.
2. To carry out needs assessments, support plans, and risk assessments.
3. To induct clients new to First Base, making them feel welcome, and provide information about services and resources available here and elsewhere.
4. To provide accurate and informed guidance around local housing policy and law. This will at times involve managing expectations.
5. To make referrals to other services and agencies.
6. To work collaboratively with staff from other organisations to provide co-ordinated support to clients, communicating clearly and effectively by email, phone, and in person.
7. To support people around their Mental Health and Substance Misuse issues, working with people resistant to change to overcome barriers to engage with specialist services.
8. To support people to access benefits, healthcare, meaningful occupation, and accommodation.
9. To support clients to reconnect to other areas where they have a confirmed offer of accommodation or where a Housing Duty is in place from the Local Authority.

Administrative Tasks:

1. To keep up-to-date and clearly written case work notes and administrative records using the client database system BThink (for which training will be provided) in line with internal procedures, including BHT Sussex's GDPR and Data Protection Policy.
2. To contribute to the production of monitoring and evaluation reports, as necessary.

Development Work:

1. To develop a closer network of communication, co-operation, joint projects, and skills exchange with other agencies in the community.
2. To develop the healthcare, work, educational, and recreational resources of First Base.
3. To liaise with voluntary and statutory agencies able to provide educational, social Service, and mental and physical health support within First Base.
4. To contribute to reports concerning the social policy implications of the work of First Base.
5. In conjunction with the Operational Manager, to develop any appropriate training facilities for members of First Base staff.
6. To participate in BHT Sussex fundraising activities.

No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.

It is the duty and responsibility of each employee to familiarise and comply with, BHT Sussex's health and safety policies and procedures. You are responsible for taking care of yourself to avoid injury to yourself and other persons who may be affected by your acts or omissions at work. You will be required to co-operate with BHT Sussex and others in meeting statutory requirements.

For confidentiality and data security: whilst working for BHT Sussex you may gain knowledge of confidential matters which may include manual, electronic personal and medical information about our Board Members, Staff, clients, residents or third-party contacts. Such information must be considered strictly confidential and must only be used for the purpose for which it was obtained for. Failure to observe BHT Sussex's GDPR & Data Protection policies and procedures could lead to disciplinary action. In addition, you must comply and handle personal data securely in accordance with BHT policies and procedures, including the IT Security Policy and Computer Use Policy.

Adherence to and ensure compliance with BHT Sussex's Safeguarding Policy and Procedure at all times. If, in the course of carrying out the duties of your role, you become aware of any actual or potential risk(s) to the safety or welfare of clients, these concerns must be reported to your line manager in the first instance.

Actively promote and live out BHT Sussex values of 'Inspiring Change'; 'Delivering Excellence'; 'Empowering People'; 'Being Accountable', and 'Collaboration'.

To assist with identifying and reviewing strategic risk, and to be responsible for the management of specific risks delegated to you from time to time.