



Job Description

JOB TITLE:	NEWday Caseworker
HOURS:	35 hours per week
USUAL HOURS:	Monday to Friday 8.30am-2.30pm onsite, with flexibility for the additional hours
CONTRACT:	Fixed Term Contract until 31 March 2024 (possible extension to 31 March 2025, subject to funding confirmations)
PAY:	£16.23 per hour (£29,539 per annum)
LOCATION:	NEWday Centre, Bobby Moore Sports Pavilion, East Ham, London E6 2SG.
RESPONSIBLE TO:	NEWway Director (Angie Allgood)
RESPONSIBLE FOR:	To provide initial assessments and ongoing advice, advocacy and referrals for those who come to our Day Services in Newham.
WORKING WITH:	You will work in close partnership with the team of NEWday advisors, including our NEWday Operations and Development Manager (Abbie Russell). You will also work closely with our Administrator (Aggie Osmolska)

You will be required to work closely with our commissioned partners CGL, SHP and Praxis as well as LBN Rough Sleeping services, and other external agencies, referral partners, funders and third sector organisations.

NEWway Project is a Newham based charity, set up to support single adults facing homelessness in our borough. We believe that people thrive in situations providing **purpose** and **belonging**. We seek to be a place of safety, providing inclusive, person-centred, and supportive environments, where we can learn together.

NEWday is a commissioned day service, based in East Ham, for adults with no dependents who are experiencing homelessness in Newham. Alongside the provision of essentials such as food, clothing, showers, and laundry, we are a hub for a range of advice and health services. Our advisors support guests with casework and care plans, housing options, welfare benefits and debt advice, and complete assessments for our winter night shelter. We also work with partners on-site who deliver a range of health assessments and interventions, dental treatment, immigration advice, substance misuse support and employment, education and training advice.

NEWway also provides the borough's winter night-shelter, **NEWdawn**, and referrals and assessments are all conducted through our Day Centre.



We are proud holders of the prestigious 'Excellence Practice Standard' Housing Justice Quality Mark. Further info can be found at: www.newwayproject.org.

AIMS OF POST

1. To provide initial assessments, including eligibility and risk assessment, for all guests who attend NEWday.
2. To cooperate in writing individual care plans, providing advice and advocating for the best services to support all who come to NEWday.
3. To support the workers in our commissioned partnership (Integrated Rough Sleeping support service) ensuring relevant guest information is communicated, whilst supporting tasks to ensure that Rough Sleeping is rare, brief, and non-recurrent.
4. To hold your own rolling caseload, of non- verified guests, to ensure their needs and supports are provided and to link them with relevant services to support their move on.

MAIN DUTIES OF JOB ROLE

a) Assessment, Advocacy and Advice

- Conduct initial assessments when guests arrive at NEWday. This includes observations of guest presentations, conducting written assessments and using knowledge to devise a care plan around each person.
- Manage referrals to other agencies, (including but not limited to) those who provide services in NEWday, including those who support with housing, substance misuse, benefits advice, and immigration support.
- Arrange appointments to help secure safe and appropriate move-on options.
- Assist the guest in accessing other specialist support/advice services as needed, e.g., mental health support, substance misuse, legal advice etc.
- Provide holistic and person-centred advice and advocacy, that seeks to understand the root causes of each guest's situation and address obstacles to resettlement that exist, such as acquiring ID, applying for benefits, opening bank accounts, applying for housing, education employment and training, liaising with the council and other housing providers, and addressing immigration issues.
- Advocate on the guest's behalf and think creatively to overcome resettlement obstacles.
- Work with the guests in a sensitive manner that is suitable for vulnerable adults, and those who have experienced trauma. Being creative in solutions to end homelessness, being empowering, applying safeguarding responses and being mindful of trauma informed practices.

- Develop a working, up-to-date knowledge of the systems that should support a guest in their journey away from homelessness, these will include the welfare systems of benefits, housing and health, immigration, and employment.
- Support guests to access the range of wellbeing activities available in NEWday, and in the wider community.
- Maintain accurate and updated case records, and outcomes.
- Ensure that guests' personal data is stored securely in line with GDPR and our data handling and confidentiality policies.

General duties

- Attend and effectively contribute to wider staff team meetings, and strategic charity away days, highlighting issues and suggesting improvements.
- Attend and effectively contribute to our weekly case meetings where guests are discussed and work with the team to explore creative care plans for each person.
- Attend regular supervision, including clinical supervision, and be open to reflective practices and co-produced and collaborative ways of working.
- Be actively involved in professional development and to attend training courses as appropriate.
- Keep accurate records of all expenses, payments, receipts, and donations.
- Gather monitoring and evaluation data throughout the contracted period, including records on Upshot and other systems as required.
- Work with the Project Administrator to compile monitoring reports for funders.
- Correspond professionally with all external organisations both verbally and in writing.

Person Specification

E=Essential, D= Desirable

Please note that the post-holder will be subject to an enhanced DBS check.

Experience of working directly with homeless and/or vulnerably housed adults	E
Knowledge of housing systems and welfare benefits entitlements and application processes	E
Strong communication, both verbal and written skills	E
Ability to communicate and translate to and from one of the community languages in Newham	D
Good administrative and organisational skills	E
Ability to network with external agencies and organisations	E
Experience of using IT effectively within a work setting	E
Experience of working in a community-based setting	D
RELATIONS WITH PEOPLE	
Able to liaise and develop effective networks and working relationships with a wide range of people	E
Commitment to person-centred and trauma informed practices	E
Ability to work effectively in collaboration with colleagues	E
Ability to listen, empower and communicate effectively, especially with those traumatised by their circumstances.	E
Ability to treat guests and volunteers as equals by listening, encouraging, getting alongside	E
Experience of managing conflict or challenging behaviour within a work setting	E
Ability to support and encourage others to bring their skills and experiences, so as to provide co produced services and opportunities to 'give back'	D
INITIATIVE AND INDEPENDENT ACTION	
Punctual and reliable	E
Ability to be self-motivated, generate and prioritise personal workload	E
Willingness to grow and learn and undertake required training	E
Able to meet deadlines whilst maintaining high standards of quality	E
Able to work in an organised manner	E
OTHER	
Sympathetic to the Christian ethos of the charity	E
Driving licence holder with access to a vehicle	D
Able to work onsite in fixed day time hours	E