

Job Description

Title:	Caseworker – High Flow, whole person, whole system
Hours:	30 hours per week
Salary:	£21,075.60 pro-rata per annum
Contract:	Fixed contract until 31 st March 2027
Reports To:	Flow Project Manager

Qualification & Experience:

No formal qualifications required but must have high emotional intelligence, resilience, and a passion to make a difference and improving the system for people with multiple needs.

Encompass is a growing voluntary organisation providing services to some of the most high needs clients across Northern Devon and surrounding areas. This is an exciting opportunity to work with a group of partners who are all passionate about system change to ensure that the system works for everyone and does not exclude those people with multiple disadvantage.

The Overall Aim of the project:

Delivery

People experiencing multiple disadvantages will have improved wellbeing and opportunities by taking a whole person approach and not seeing just an issue, symptom or behaviour, they will have improved choice and feel empowered to make their own decisions.

People

Lived experience of services will be respected and valued and will ultimately support the wider SCAA group to bring lasting system Improvements.

Learning

The partnership, stakeholder and wider community will have improved knowledge of the impacts of trauma and a more empathetic approach to people with multiple needs and to understand and breakdown the barriers across agencies.

Purpose of the Job:

The purpose of this role is to coordinate the support for people with multiple complex needs across North Devon and Torridge. The successful applicant will work in partnership with One Northern Devon, System Change Action Alliance, OND Flow services and VCS service partners to deliver an holistic service to clients, understanding the person, their circumstances and life experiences to support them to meet their goals enabling them to live the life they want.

All clients will each have a key “supporter” and a single plan shared with all agencies who come into contact with the individual. A key part of the role is the ability to talk to other agencies and engage them in the service to ensure a wraparound community based offer for the client, which we refer to as a ‘Team around the Person’ Meeting (TAP).

Main Duties and Responsibilities

Key Relationships:

- System Change Action Alliance core group
- Project partners – CoLab, OND, MEAM, Momentum
- Encompass housing and homelessness services
- One Northern Devon – FLOW
- System Change Action Alliance

Key Duties:

- Deliver one to one intensive support to high flow clients, which is based on the development of strong, trusting relationships. Taking to time to listen to the client to identify and address the underlying causes which have led them to needing our support (trauma informed approach).
- To co-ordinate Team Around the Person (TAP) meetings for all clients.
- Support clients guiding them through the complex journey and multi-faceted approach to encourage them to participate and or chair their own TAP meetings
- Identify voluntary agencies who can support clients and make timely referrals to services.
- To work closely with the community developers to identify opportunities to reintegrate the client back into the community.
- Assist other providers to identify patterns and 'causal factors' which trigger relapse behaviours in former High Flow Users in order to shape future commissioning of service and/or demand/capacity planning.
- Identify where gaps in service exist – prepare businesses cases to access funding via one Northern Devon to spot purchase specific services or support and inform the SCAA group to help feed into future alliance commissioning.
- Record all case notes on Advice Pro (Encompass Data Management system)
- Prepare quarterly project reports for the National Lottery
- Attend regular project team meetings based around the High Intensity User group.
- To attend SCAA meetings and play an active role in the practitioners forum.

Quality of Care:

1. To help create and promote an trauma informed ethos whereby clients are empowered to make positive choices and plans for a healthier future.
2. To develop a relationship of trust with partners.
3. To liaise and feedback to the SCAA core group with regards to any issues, concerns or development of the project.

Communications:

1. To be able to communicate respectfully and compassionately with all partners.
2. To be able to communicate well with partner agencies and colleagues.
3. Ability to communicate passionately and effectively about the different issues affecting people with complex needs in society.
4. Participate in SCAA and project meetings.
5. To be able to produce coherent verbal and written reports.
6. To participate in the use of IT, such as emails and data-collection mechanisms.

Working Relationships:

1. To behave in such a way as to build positive working relationships between service users and staff.

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2. To build effective working relationships between the staff and service users of Encompass and other partner agencies.
3. To build working relationships within the local community.

Strategic and Service Responsibilities:

1. To participate in the promotion of a trauma informed, nurturing and empowering environment.
2. To work within a multidisciplinary team to achieve a high standard of care.
3. To participate in the promotion of a positive environment and to act as a role model to service users at all times.

Financial:

1. To demonstrate good stewardship by retaining receipts for any purchases made via petty cash and adhering to petty cash systems
2. To produce a monthly evidenced expenses form
3. To participate in ensuring effective use of resources, and to avoid unnecessary spending

Generic Duties for all Staff

Diversity and rights:

1. Promote equality, diversity and rights at all times.
2. Treat others with dignity and respect at all times.
3. To raise with management any concerns related to the promotion of the diversity and rights of service users or peers

Confidentiality:

1. To maintain confidentiality at all times
2. To not disclose any information regarding service users or their children obtained during the course of employment
3. Failure to adhere to this will be regarded as serious misconduct and may lead to disciplinary action
4. To ensure safe storage of service user information
5. The GDPR Data Protection Act may render an individual liable for prosecution in the event of unauthorised disclosure of information

Policies and procedures:

1. To be familiar with and to comply with Encompass policies and procedures.
2. Failure to adhere to this will be regarded as serious misconduct and may lead to disciplinary action.

Safeguarding children:

1. Some of the people we work with have children, and all staff have a responsibility and duty of care to ensure the safety and protection of children. It is the postholder's responsibility to report any safeguarding concerns to the designated Safeguarding Officer and follow procedure.
2. It is the responsibility of all staff to be aware of and to comply with Encompass's Safeguarding policy. All staff are expected to act in accordance with the practice and principles outlined in this policy. Safeguarding is everyone's business
3. Failure to adhere to this will be regarded as serious misconduct and may lead to disciplinary action.

Risk Management and Health and Safety:

1. Support the Strategic Lead in promoting a risk management culture within the working environment, ensuring participation and involvement when requested.
2. Identify potential risks that may impact on the ability of Encompass to achieve its objectives and report concerns to the Strategic Lead.
3. Health and Safety is the responsibility of all staff and the post holder is required to take due care at work, report any accidents or untoward occurrences and comply with the Encompass Health and Safety Policy.

Training and Development:

1. Attend mandatory training updates as required.
2. Undertake training as necessary in line with the development of the post and as agreed with the Strategic Lead as part of the appraisal process.
3. Take responsibility for identifying what learning is needed.
4. To participate in the appraisal process to discuss how your role will help deliver the best possible care to service users.
5. To subscribe to reflective practice and participate in monthly group clinical supervisions and action learning sets.

Service User Involvement:

Encompass is committed to empowering clients to have a voice in the service they receive. All staff are required to take a proactive approach in supporting this objective.

Data Quality:

Ensure that all data and case notes entered into data capture systems are of a high standard.

Modernisation and Change:

To be aware of internal and external targets to achieve in terms of improving and progressing the work of Encompass.

Sustainability:

1. The post holder will be required to embrace the concepts of sustainability within the workplace.
2. The post holder will be required to carry out duties in a way that ensures a high regard for energy efficiency, carbon reduction, waste management and the most appropriate use of resources.

This job description is an outline of the role and responsibilities. From time to time due to the needs of the service, we may ask to flexibly undertake other duties.

Person Specification

With an approach that aligns to our values of compassion, welcome, collaboration, ambition and social justice the post holder will have:

Knowledge & Skills Required (Essential):

1. Previous experience or lived experience of complex needs.
2. Knowledge and willingness to subscribe to a trauma-informed method of working.

3. Previous experience of working within a team in a similar setting, and ability to work as
4. part of a busy proactive team.
5. Ability to communicate effectively across a range of forums and medias.
6. Ability to communicate with clients in such a way that they are inspired and
7. motivated and feel valued and respected.
6. Comprehensive understanding of the key issues facing people with multiple needs in society, especially those with mental health, DASV, criminogenic behaviours or issues relating to substance misuse and abuse.
7. Professional and non-judgemental approach within the workplace.
8. Enthusiastic, flexible and solution focussed when adapting work to meet competing
8. deadlines and priorities
9. Ability to maintain clear professional boundaries, understanding of relevant adult and
10. child safeguarding issues and ability to respond appropriately to any concerns.
11. Literate and numerate with excellent written and verbal communication skills.
12. To understand the importance of, and be committed to, equality of opportunity and
13. diversity.
14. 12. To understand the importance of confidentiality in this area of work.
15. 13. Full driving licence and access to a vehicle