**Frontline Support Officer – Medway**

Location: hybrid with main area of operation at 45 Maidstone Road, Chatham but work at other locations in Medway will be required to meet the needs of the Charity.

Salary: £26,500

Contract: 1 year fixed term

Hours: 37.5 hours per week

**About Us:**

One Big Family – Helping the Homeless are a Trauma Informed and Strengths Based registered charity. We run a supported accommodation project in Chatham. We also run a weekly soup kitchen, a homeless emergency winter shelter and provide home starter packs to those in need.

Supported Accommodation offers it’s residents flexible, person-centred accommodation that is therapeutic in nature. We strive to create a welcoming, warm and inviting community where people feel valued, cared for and can participate fully in the life of the house. We aim to ‘do with’ rather than ‘do for’. The relationships we seek to develop are based upon truth, love, equity and understanding….just like any good family.

The homeless emergency winter shelter is run in collaboration with Medway Council under the Severe Weather Emergency Protocol (SWEP).

Partnership and collaboration are critical to our way of working, we are not the solution, only part if it. Developing trusting and frank relationships with our partners is vital to rapidly seek out effective system flexes and systemic changes. We strive to turn barriers into the opportunities that bring positive outcomes that benefit our whole community.

**Primary purpose of the post**

Reporting to the Director of Operations, the Frontline Support Officer is responsible for providing personalised, trauma informed and strengths based support service to a range of individuals with multiple complex needs. This is likely to include support around the criminal justice, substance use, mental and physical health, recent and historical experiences of trauma and long term homelessness.

**Responsibilities**

* To establish open, trusting and resilient relationships with people who are/have experienced homelessness.
* To work closely with the OBF team of staff, service users and volunteers to ensure that people receive high-quality person-centred care that is always Strengths Based and Trauma Informed.
* To coordinate and manage a caseload of people who use OBF services, including safeguarding and risk management.
* To actively work in partnership with a wide range of people from across Medway. This is likely to include Statutory Services (ASC, Medway Council, Probation), 3rd sector organisations and the faith and community sector.
* To abide by and implement data protection (GDPR) guidelines and any existing OBF policies and procedures, actively contributing to the development of new policies and procedures where this is required.
* To participate in or at times coordinate, Multiple Disciplinary Team meetings (MDT’s) as needed, encouraging the active involvement of the person in any decisions or planning that affects their life.
* To maintain accurate and up to date records on the chosen case management system (INFORM) of progress against individual support plans, safety plans and outcomes information.
* To actively participate in the team reflection and learning sessions including clinical supervision as identified by your line manager.
* To actively engage in one-to-one supervision with your line manager on a monthly basis or as agreed directly with them.
* To complete any identified training opportunities and induction processes as identified by your line manager.
* To represent OBF when working with partners, and where needed to attend local forums, meetings peer learning events on behalf of OBF.
* To actively contribute to regular reports on the service as required.
* To work flexibly around the needs of the charity and the people who OBF supports. It is likely that some work will be required outside of the conventional working week.

**Qualifications and attributes**

* A demonstrable understanding and commitment to improving the lives of people with experience of multiple disadvantage. We are seeking someone who is passionate about people, social justice, the relief of poverty and who has the desire to improve life experiences for individuals and for the communities in which we live.
* Demonstrable experience of working in difficult settings (paid or voluntary) in any of the following fields: supported housing, social work, healthcare, housing advice, substance misuse support, domestic violence, criminal justice, or direct work experience supporting people experiencing homelessness.
* Excellent written and verbal communication skills.
* Relevant qualification or equivalent knowledge and experience.
* Good working knowledge of Trauma Informed Practice and the Strengths-Based Approach.
* Demonstrable experience of case management and providing personalised Person Centred and Strengths-Based support planning for people with complex lives.
* Experience of multi-agency partnership working.
* A high level of self-motivation, the ability to work independently but equally well as a team.

Please see our website for more information about the charity and what we do: [Homeless Charity | One Big Family, Helping the Homeless | Medway | Huddersfield](https://www.helpingthehomeless.org.uk/)

If you have the relevant skills and qualifications for this role and think you have what it takes to make a difference, please email your CV and covering letter to Elizabeth@helpingthehomeless.org.uk

Registered charity 1195947.