



Homelessness Services Unit

Specialist Support Worker COMPLEX NEEDS Supplementary Detail

1. Develop meaningful; collaborative; non-threatening and therapeutic relationships with clients, gaining a sensitive insight into how their experiences, feelings and emotions might influence their behaviour and lifestyle whilst modelling the personal values of consistency, reliability and trustworthiness.
2. Provide additional support and advice to clients relating to substance use; mental, physical and sexual health and criminogenic needs.
3. Work with clients to develop and facilitate individual harm reduction strategies relating to substance misuse; mental health and street-based activities including rough sleeping, begging and sex work.
4. Share and disseminate current trends; training and good practice relating to complex needs; adverse childhood experiences; trauma informed approaches and strengths-based practice to colleagues.
5. Develop and maintain professional relationships with colleagues and outside agencies to establish the necessary links to address client needs; to share information (within GDPR); to ensure an effective personalised approach and assist with referrals to substance misuse; mental health; criminal justice and other specialist support agencies.
6. Ensure clients are aware of and are encouraged to seek and receive relevant support from within the service team - e.g. chaplaincy - and from community based and statutory agencies; and where appropriate broker new supportive professional relationships.
7. Work with clients to move along an agreed housing pathway and support them with the practical and emotional aspects of moving forward; encouraging them to utilise their strengths and continuing to work with them, where appropriate, to sustain their accommodation.
8. Ensure that the Data Collection requirements are met in line with Territorial requirements and promote and embed a culture of evidence based practice.