



## **JOB DESCRIPTION AND PERSON SPECIFICATION:**

### ***LGBTQ+ Case Worker (Advice and Advocacy)***

#### **OVERVIEW**

This role provides advice and advocacy to LGBTQ+ people who contact Stonewall Housing because they are homeless or at risk of homelessness. The goal is to help people understand their rights and navigate their housing options in order that they have somewhere safe to live. People usually contact us because they are in crisis, the Case Worker's job is to calmly assess their housing needs, provide them with immediate advice and sign posting and, where necessary, provide advocacy case work to ensure they get access to what they are entitled to.

#### **KEY RESPONSIBILITIES**

- To provide a high quality, flexible and responsive advice and case work service to LGBTQ+ people, supporting them to exercise their rights and get access to safe accommodation.
- To assess the individual needs of each person and provide a bespoke advice and advocacy plan.
- To ensure that effective service user participation mechanisms are in place.
- To ensure a high level of customer care and practice at all times.
- To develop links with relevant external agencies.

#### **MAIN DUTIES OF THE POST**

##### **Case Work Sessions**

- To give holistic support to LGBTQ+ people accessing our advice and advocacy service and to provide proactive support to these service users who are sometimes hard to engage.
- To assess each individual's current housing situation and form a view with regards to risk associated with their case.
- To explore all options available to the service user allowing them to make informed decisions.
- To work with LGBTQ+ people accessing the advice and advocacy to develop and review individual work plans and risk assessments.
- To have regular case work sessions to provide structured support, in relation to Housing specific issues.

- To liaise with other service providers ensuring service users receive the necessary support to sustain their accommodation, acquire relevant independent living skills, maintain or improve positive physical and mental health and access into meaningful occupation of their time.

### **Liaison with Landlords / Other Agencies**

- To support service users to report repairs and work with landlords and advocate where necessary.
- To support service users to contact local authority, voluntary and private sector landlords to report anti-social behaviour issues and advocate where necessary.
- To support service users to present to local authorities as homeless, where appropriate, and advocate where necessary.

### **Other Duties**

- To establish and maintain accurate and complete records in all areas of work
- To complete statistics for the collation of performance and funding information
- To maintain up to date knowledge of legislation and regulations in relation to funders and other key areas.
- To participate in individual and clinical supervision meetings, annual appraisals and training
- To act in accordance with the organisation's Diversity Policy, Health and Safety Policy, Code of Conduct and all other corporate policies and procedures
- To act in the best interests of Stonewall Housing and its service users at all times
- To promote Stonewall Housing at external meetings and community events
- To carry out any other duties commensurate with the aims and objectives of the post that may be required.



## **PERSON SPECIFICATION: Case Worker (Advice and Advocacy)**

### **ESSENTIAL EXPERIENCE**

- Lived experience, or experience of working with homeless or vulnerable LGBTQ+ people, in a voluntary or paid employment setting
- Lived experience, or extensive experience of working with LGBTQ+ people.
- Experience of providing advice and advocacy support to vulnerable people in a professional setting
- Experience of working with and delivering services to a diverse client group with a wide range of support needs
- Experience of supporting people who have faced LGBTQ+ discrimination or hate crime
- Experience of lone working and working as part of team

### **ESSENTIAL KNOWLEDGE**

- Knowledge of Housing Legislation and how it applies to those experiencing or at risk of experiencing homelessness
- Knowledge and understanding of the causes and effects of homelessness, particularly in relation to LGBTQ+ people
- Knowledge of the current benefits available to single people
- Knowledge of common themes, trends and issues within supported and shared accommodation
- Knowledge of pathways into medical and social support for LGBTQ+ people

### **ESSENTIAL SKILLS AND ABILITIES**

- Ability to provide a range of housing related advice and advocacy services, i.e. assessment, developing and using opening letters, support planning, case working, independent living support, welfare benefits advice and providing resettlement support
- Ability to manage challenging behaviour and complex needs, report and raise incidents and safeguarding alerts
- Ability to prioritise and maintain case work across multiple service users at the same time
- Excellent recording and reporting skills to accurately reflect work with young people
- Excellent written and verbal communication with vulnerable people
- Ability to effectively involve and engage LGBTQ+ people in services
- To be resilient in regard to working with challenging behaviour from service users who may have experienced trauma leading them to be mistrustful of support providers

### **ESSENTIAL ATTITUDES AND PERSONAL QUALITIES**

- A commitment to equal opportunities in all aspects of work
- A commitment to the aims, values and beliefs of the organisation
- Ability to empathise with vulnerable LGBTQ+ people