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| COH logo new |  | JOB DESCRIPTION – **TEAM AROUND THE**  **PERSON (TAP) WORKER** |

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| **POST:**  **RESPONSIBLE TO:**  **LOCATION:**  **HOURS:**  **ANNUAL LEAVE**  **SALARY:** | Team Around the Person (TAP) Worker  Head of Day Services  Crawley Open House and the local community  Fixed term contract until 30th November 2024 – 40 hours per week  200 hours per calendar year  £24,200 |

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| **JOB PURPOSE** |

* To support clients with complex and multiple needs, primarily mental health and alcohol/substance misuse, to enable them to address their issues and make positive change in their lives.
* To identify relevant support services and to offer personalised support to clients to help them engage successfully and consistently with these services.
* To build links within the community and create strong working relationships with internal and external stakeholders, including community-based groups.

* To gain feedback from individuals they support, both formally and informally, to feed into the programme to inform the system change work.

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| **MAIN DUTIES AND RESPONSIBILITIES** |

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| 1. **OUTREACH** |

1. To develop and manage a caseload of clients experiencing multiple disadvantage who are not successfully engaging with services that might be able to improve their situation.
2. To make an assessment of the individual needs of these clients, and to put together a package of support to address each client’s individual needs, ensuring that the assessed needs are met through individual support plans and action planning.
3. To present and deliver this package of support in such a way that the client will be motivated to engage and not be, or become, intimidated, frustrated or disenchanted with it.
4. To identify which clients require the additional support of external agencies and to provide information, advice and an advocacy service for clients encompassing signposting to other services, liaison with housing providers, advice on law and enforcement and access to treatment (including GP, drug, alcohol and mental health services, etc.)
5. To apply personalisation approaches that empower clients to make positive choices about their future.
6. To participate in multi-disciplinary working groups with partner agencies to include case conferences to further the support planning and resettlement process for individual clients.
7. To support clients into developing the skills required to achieve sustainable, long-term engagement, minimising the risk of homelessness, with the ultimate goal of independent living.

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| 1. **GENERAL** |

1. To keep up to date and accurate files on all the clients on the caseload.
2. To collect, collate and monitor all statistics as requested by the management team. This will include monthly information on accommodation support services provided, including numbers in each Cohort and outcomes achieved.
3. To gain feedback from individuals on their experience of services and feedback to the central programme team, either formally, as case studies or as informal feedback.
4. To engage as part of the Crawley Open House team and attend all relevant in-house meetings such as care plan meetings and staff meetings
5. To attend and complete all relevant mandatory and additional training
6. To ensure that you are aware of, and comply with, all Crawley Open House policies and procedures, particularly those relating to Health and Safety and Equal Opportunities.
7. To maintain confidentiality regarding clients, staff and business sensitive information in line with Crawley Open House policy and procedure and GDPR.
8. To undertake and participate constructively in induction, supervision, appraisal, meetings and relevant training.
9. To contribute positively to good team relationships and the continuous improvement of services.

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| 1. **OTHER RELEVANT MATTERS** |

1. You will work a 40 hours week which could include evening, weekend and bank holiday working. Your hours of work will reflect the changing needs of the clients that you have responsibility for.
2. The post holder should be aware that the majority of a working week will be spent away from Crawley Open House and will involve lone-working.

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| **THIS JOB DESCRIPTION OUTLINES THE MAIN DUTIES AND RESPONSIBILITIES OF THE POST HOLDER. THE POST MAY INCLUDE OTHER DUTIES AND RESPONSIBILITIES NOT SPECIFIED HERE.** |