

## **FUSION HOUSING      Job Description**

**Job Title**                      **Engagement Worker**

**Department**                **Housing Related Support**

**Location**                    **Dewsbury (with requirement to travel to/work at Huddersfield office occasionally)**

**Responsible to**            **Team Leader**

**Hours**                        **37 per week**

### **Main Objectives**

To maximise and maintain engagement from participants within our Housing Related Support Services.

### **Key Responsibilities & Duties**

- To promote good engagement with participants through contact using a wide variety of methods, including home visits where appropriate
- To manage a caseload of non-engaging and monitored participants, providing support and guidance where necessary
- Ensure that evidence of outcomes achieved with participants are collected efficiently.
- To facilitate participant involvement opportunities and other methods of feedback.

### **Role Specific Duties**

1. Maintain regular contact with participants as and when needed to ensure that they remain engaged with the Service.
2. Support a caseload of monitored and non-engaging participants with lower level needs, including intensive, person-centred work to re-engage participants with the service
3. Collate items which evidence outcomes achieved by participants through engagement with Housing Related Support
4. Provide data and information to support with unclaimed outcomes and to inform contract monitoring and other reports
5. Support the wider team during periods of low staffing
6. Support Team Leaders with allocations and other internal processes, as directed
7. Carry out lower level support tasks with participants
8. Support the KBOP Resource Worker as necessary
9. Liaise with other Fusion Housing services to ensure that the Housing Related Support Service and participants have up to date information on what is available.
10. To travel across all geographical areas of service delivery as needed, including home visits and working from other Fusion offices as required

## **Organisational Responsibilities**

### **1. Policies and Procedures**

- 1.1 To participate in the formation and review of Policies and Procedures in the Fusion Office Manual and to adhere to them.
- 1.2 To support and abide by the policies and practices of the organisation with regard to Equality, Diversity and Inclusion and play a key role in its successful implementation.
- 1.3 To work within the Health and Safety and Fire regulations and to be familiar with Health and Safety appliances, policy and procedures, fire drill and evacuation.
2. To liaise and promote Fusion's services with other organisations to build good working relationships and maintain them.
3. A commitment to safeguarding children and adults at risk.
4. To participate in strategic development of the organisation, internally and externally.
5. To attend and contribute to staff meetings and other relevant meetings.
6. To take joint responsibility for the effective use of support and supervision and annual appraisals.
7. To work with the team in monitoring, evaluating and developing the services.
8. To participate in relevant training courses.
9. To complete all required information within Fusion Housing's Information System (FHIS) and manage email and other forms of communication effectively and check for policy updates in the office manual at least once per month.
10. To undertake any other duties as required by the Director.
11. To participate in the development of this job description as necessary. This job description reflects the present requirements of the post. As duties and responsibilities develop and change, the job description will be reviewed.

This job description cannot cover every issue or task that may arise within the post at various times and the post-holder will be expected to carry out other duties from time to time which are broadly consistent with those in this document.

This job description does not form part of the contract of employment.