

## **Homeless Link training course outline**

The course is covered in five learning sessions:

**Homeless Link 1 of 5** – Partnership working for better outcomes

**Homeless Link 2 of 5** – Effective Communication

**Homeless Link 3 of 5** – Motivation Interviewing

**Homeless Link 4 of 5** – Trauma Informed Approaches

**Homelesslink 5 of 5** – Reflective Practice and Resilience

The programme will enable staff to:

- Use a range of appropriate communication strategies to engage with people who are ambivalent, challenging or reluctant to talk
- Recognise the impact of trauma, and know how to build safety and trust as part of customer service
- Work in a psychologically informed way that increases well-being, both for people coming into the service and for staff themselves
- Reflect on their practice to identify where they might need additional support or development, both personally and professionally
- Make best use of local agencies to support the Local Authority's work with homeless people
- Develop skills and understanding that support the delivery of holistic assessments and effective personalised housing plans, and enabling full consideration of an individual's circumstances in determining whether they 'refuse to cooperate'
- Join an online group to post questions and share practice after training

A more detailed summary of each of the courses is available upon request to the Training Academy.