



KEEPING THE FOCUS

Working with People with Complex Needs:

- Amanda Smith - New Horizons Coach - CHS Group
- Polly Thurston - Outreach Employment Adviser - CHS Group

Amanda Smith – New Horizons Coach

Why were asked to run the session?

- Making Money Count Project 2013-2018 (evaluation)
- Job role: Outreach ICT Tutor/Careers Adviser delivering the Laptop learning course
- Working with vulnerable, low skilled and financially excluded adults in the Fenland area with complex lives
- **New Job role: New Horizons Coach**
- I have **over 11 Years** experience working with people with clients who have complex needs.

Polly Thurston – Outreach Employment Adviser

Current job role:

- Homeless / At risk of homelessness / vulnerably housed
- Clients with complex lives

Previous job role:

Employment Adviser: Disability Charity

Over 10 Years experience working with clients who have complex needs

Aims and Objectives

- To increase your understanding in:

How to best work in a focused way with people who have complex lives.

- Improve your ability to:

Avoid creating dependency and enable people to move on from our support.

- **What do we mean when we speak about people with complex lives?**

Group exercise...

- Split in to small groups and discuss what we mean when we speak about people with complex lives..

[Complex lives list.doc](#)



How do we best work in a focused way with people who have complex lives and needs?

Exercise – discuss with the person next to you

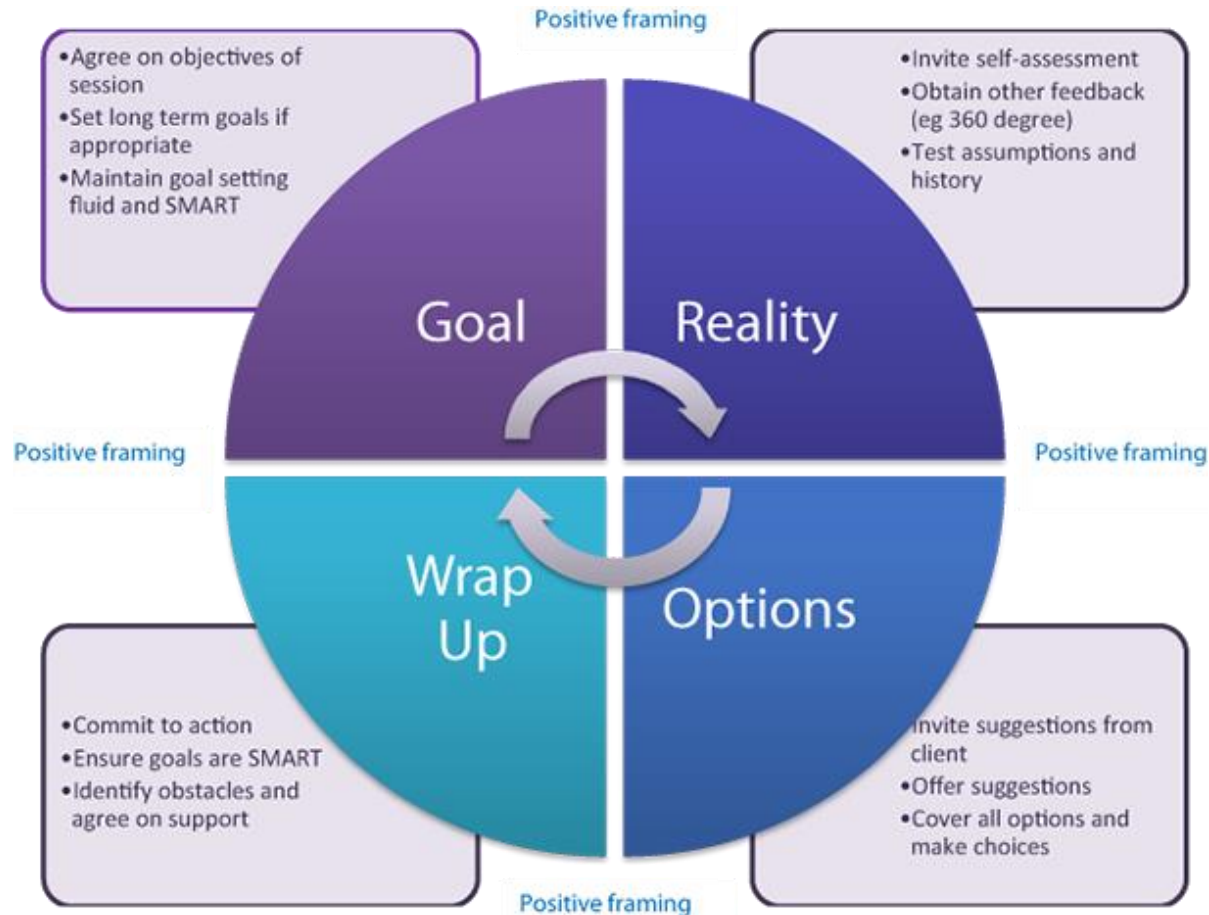
How do we best work in a focused way with people who have complex lives and needs?

[How do we best work in a focused way with people who have complex lives and needs.docx](#)



The GROW coaching model

What is the GROW model and how can we use it within our job roles?



Activity:

Split into small Groups (5 mins)

Share your experience of creating a dependant client/worker relationship, and how/if you dealt with this?

Class discussion on experiences

How do we avoid creating dependency and enable people to move on from our support?

How do we avoid creating dependency and enable people to move on from our support.docx

Debt and Mental Health

Fact:

In a survey, **60%** of those accessing help with their debts from Step Change Debt Charity admitted they were being treated for **severe depression and anxiety.**

Earlier research by the Royal College of Psychiatrists revealed **50%** of those **with serious mental health issues were struggling to cope with debt.**

Debt and Mental Health are strongly linked!

Sources of free advice and support?

- Mental Health
- Money and debt issues
- Homelessness/ vulnerably housed / at risk of homelessness
- Drug/Alcohol misuse
- Offending
- Family breakdown
- Learning disability
- Physical disability
- Palliative

[Sources of support- NH conference 2018.docx](#)

Amanda's evaluation work on the MMC project

Summary: My evaluation work on the Making Money Count project.

Individually – Time for 1 Minute

Word search

There are 14 words to find:

Prize for the winning group...

[Word search - NH conference 2018 -
Answers.docx](#)



Summary of today's session:

You should now:

Have a better understanding of:

How to best work in a focused way with people who have complex lives

Now have a better understanding of how to:

Avoid creating dependency and enable people to move on from our support.

End of Session

Thank you for choosing our session today:

KEEPING THE FOCUS

Working with People with Complex Needs

Lynne McAulay will email a link for feedback on
today's session: