

Job Title: Rough Sleeper Outreach Worker	Role Profile Number: PCDN98
Grade: M	Date Prepared: December 2021
Directorate/Group: Adults	Reporting to: Rough Sleeper Team Manager
Structure Chart attached:	No

Job Purpose

- Responsible for delivering outreach services for single homeless people
- You will build trust and provide person-centred support and advocacy, which enables a rough sleeper to navigate pathways and progress towards a life away from the streets.
- You will need to be robust and dynamic supporting individuals to achieve their goals to improve lifestyle. You will need a positive attitude towards your work and others to contribute to a great working environment. You need a calm and personable manner and be able to handle difficult situations.

Key Accountabilities

- Carry out a strength-based assessment with each rough sleeping client and enact support actions/interventions.
- Give clients choices and information and provide an enabling service so that they can access appropriate services, minimize harm and overcome barriers to engagement.
- Identify the complex needs of often highly vulnerable and high risk clients, which will include, substance misuse, alcohol dependence, mental health issues, offending and violent behaviour, anti-social behaviour and individuals involved in the sex trade, and making appropriate referrals to services
- Create dynamic risk assessments with a flexible and creative approach
- To provide a multi-agency response and communicate information between all agencies in order to reduce street homelessness.
- To produce high quality casework management forms and maintain accurate records.
- To assist in developing best practice in providing homelessness services and solutions to homelessness.
- To support the delivery of the Severe Weather Emergency Protocol in accordance with local policy and national guidance.
- To support the delivery of local Rough Sleeper Counts including at night.

- The role will involve early mornings and the occasional evening, using your own transport, ensuring your own personal safety at all times.
- To ensure lone working policies and procedures are followed at all times.
- To meet individual and team performance targets, including maintaining high standards of record keeping both paper and electronic.
- To foster and maintain relationships with internal and external partners and stakeholders to ensure the delivery of key outputs and performance indicators.

Supplementary Accountabilities

- Ensure all Health and Safety requirements are met. In particular where staff are engaged in 'lone working', systems are in place to ensure communications and monitoring of staff safety.
- Participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development.
- Promote equality and diversity best practice in all areas of work.
- Ensure that any identified personal training needs are discussed with the immediate supervisor including being appraised in accordance with the Council's development and appraisal scheme, applying the principles of Investors in People, and to undertake a programme of continuous development.
- In accordance with the provisions of the Health & Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.
- You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.
- You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy.
- Undertaking any other duties that can be accommodated within the grading level of the post.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

Minimum

- Experience in a homelessness section or housing related field.

- Experience of working with vulnerable or homeless people or rough sleepers including case co-ordination and assessment, support planning and outreach.
- Experience of and a commitment to, building relationships with and working positively in partnership with a range of statutory and voluntary agencies.
- Good IT skills and ability to keep accurate records using client databases, Microsoft Word, Excel and email
- Ability to maintain professional boundaries.
- Confidence to work on own initiative as well as part of a team.
- Employ an empathetic and non-judgemental attitude towards service users.
- The capability to handle the pressure and responsibility of helping vulnerable people with very complex needs whilst remaining enthusiastic and motivated in a demanding role.
- Current, full driving licence.

Preferred

- Understanding of benefits, housing and homelessness legislation, in particular Part VII of the Housing Act 1996 (as amended by the Homelessness Reduction Act 2017) and housing options
- Excellent communication skills.
- Knowledge of safeguarding children and vulnerable adults procedures

Qualifications

- Grade C GCSE English & Maths or equivalent

Decision Making

- Responsible for decisions that directly impact upon the lives of people presenting as homeless, including their future housing provision.

Creativity and Innovation

- Initiating and developing a single service plan for each identified person

<p><u>Job Scope</u></p> <p>Number and types of jobs managed N/A</p> <p>Typical tasks supervised/allocated to others N/A</p>	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>.</p> <p>No</p>
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Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Communicate with partner agencies, accommodation providers and the voluntary sector to ensure the successful outcome of the project.
- Represent Swindon Borough Council at multi-agency meetings and forums.

Other Key Features of the role

Potential verbal abuse and aggression from customers.

Other Key Features of the role

- Develop evidence based best practice responses and make recommendations for improvement and change to achieve significant reductions in the numbers and prevalence of rough sleeping and street based activity within Swindon.
- The activities of this Section are very diverse and the postholder will be required to operate at all levels. The Section’s operations are such that the postholder will need to be flexible and able to switch priorities quickly.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	