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| Job Title: Rough Sleeper Outreach / Inreach Worker | Grade: M | Post Number: CEN51 |
| Directorate: Housing | Job Family: Housing & Community | Date Prepared: July 2018 |

Role reports to: Rough Sleeper Co-Ordinator

Job Purpose:

- To provide a compassionate and supportive outreach response to service users who to rough sleepers and street drinkers, including carrying out weekly assertive outreach.
- To work with individuals to access accommodation and support services, build local pathways and processes to ensure rough sleepers can access accommodation and avoid becoming entrenched in a street culture.
- This work will be achieved firstly through assertive outreach to those on the streets but also work towards more in-reach work to ensure that any accommodation secured is sustained by proactive ongoing help and support.
- To be able to work flexibly which includes early mornings, evenings and possibly weekends.

Key Accountabilities:

1. To deliver a reactive outreach service to investigate instances of rough sleeping and street homelessness throughout the borough.
2. To undertake work out of hours including weekends and evenings, using your own transport, ensuring your own personal safety at all times.
3. To work in collaboration and partnership with stakeholders to investigate areas of known and new rough sleeping and to make contact with those individuals sleeping rough, promoting and encouraging their engagement with support services and options for accessing accommodation.
4. Identifying 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.
5. To maintain accurate records detailing the street population cohort
6. To produce high quality casework management forms which have been coproduced with clients.
7. To attend monthly street population operational meetings, focusing on the high profile, high-risk cases whom form part of the Swindon's street population.
8. To provide a multi-agency response and communicate information between all agencies in order to reduce street homelessness and increase access to support services.
9. To assist in developing best practice in providing homelessness services and solutions to homelessness.
10. Support and promote the provision of programmes and campaigns aimed at reducing rough sleeping and homelessness; including the Temporary Winter Housing Provision.
11. To support the delivery of the Severe Weather Emergency Protocol in accordance with local policy and national guidance.
12. Facilitating the re-connection of individuals with the areas in which they are from.

13. To ensure lone working policies and procedures are followed at all times.
14. As and when required assist the Housing Advisors to gather evidence and information as part of their homeless assessment enquiries and with colleagues to prevent and relieve homelessness.
15. To meet individual and team performance targets, including maintaining high standards of record keeping both paper and electronic.
16. To foster and maintain relationships with internal and external partners and stakeholders to ensure the delivery of key outputs and performance indicators.
17. To provide assertive inreach resettlement work to former rough sleepers and those who have lived precariously housed lifestyles to enable them to regain stable and sustainable accommodation.

18. To work with individuals to build community ties through the engagement opportunities of work and volunteering with a view to moving them towards becoming economically active and empowered.

Supplementary Accountabilities:

1. 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.
2. Participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development.
3. Promote equality and diversity best practice in all areas of work.
4. 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.
5. 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.

6. Undertaking any other duties that can be accommodated within the grading level of the post.

JOB DESCRIPTION

Rough Sleeper Outreach/Inreach Worker

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Housing is committed to working in a manner which does not discriminate against any individual or group regardless of ethnic origin, sexual orientation, disability, age, religion or gender.

NOTE:

This job description is intended as a general guide to the duties attached to the post and is not an inflexible specification. It may therefore be altered from time to time to reflect the changing needs of the department, always in conjunction with the post holder.

Job Scope:**No & type of jobs Managed:****Typical tasks supervised/allocated to others:**

Not applicable

Job Scope:**Budget:**

£500

Assets:

Not applicable.

Knowledge & Experience:**Minimum**

- Experience in a homelessness section or housing related field.
- Experience of working with vulnerable or homeless people or rough sleepers, case co-ordination and assessment, support planning and outreach.
- Experience of and a commitment to, working positively in partnership with a range of statutory and voluntary agencies.
- Good administrative, recording and reporting skills
- 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.
- Current, full driving licence.

Preferred

- Knowledge of Housing Law, in particular Part VII of the Housing Act 1996 (as amended by the Homelessness Reduction Act 2017) and Landlord & Tenant Housing Law
- Good IT skills.
- Excellent communication skills.
- Knowledge of safeguarding children and vulnerable adults procedures
- Ability to work under pressure

Decision Making:

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

Contacts and Relationships:

- 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.

Creativity & Innovation:

- Initiating and developing a single service plan for each identified rough sleeper
- Develop a Housing First Offer for Rough Sleepers

Job Specific Competencies:

- 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.
- Gather evidence and information on the causes of rough sleeping within Swindon; develop ideas and solutions to prevent people from rough sleeping in the first place.
- 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.

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, "is what I am doing in the best interests of Swindon and its people,?"

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

In accordance with the provisions of the Data Protection Act 2018 jobholders should take reasonable care to ensure that personal data is not disclosed outside the Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

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| Employee Signature: | |
| Print Name: | Date |
| Line Manager's Signature | |
| Print Name: | Date: |