

Job Description

Job Element	Detail
Job Title:	Rough Sleepers Team- Outreach Worker
Responsible to: Responsible for:	Operational Manger - Rough Sleeper Team N/A
Scheme/Location:	Rough Sleepers Team Predominantly community based. Office base Hope Street, Hanley but can be changed at any time to other locations in the city according to service delivery needs.
Main Purpose (Overall objectives of the post)	<p><i>* passionate * creative * equal * empowering * sustainable</i></p> <ol style="list-style-type: none"> 1. Ensure that individuals who are sleeping rough (as per Government definition) are identified within the specified areas. 2. Ensure that individuals sleeping rough receive an initial assessment of need, advise and support to obtain accommodation and to address any other issues pertinent to their support needs. 3. Provide individuals who are sleeping rough with advice and support in relation to their health, wellbeing and safety. 4. Support individuals who are temporarily housed with support. 5. Support people sleeping rough to assess their needs and support them to achieve their goals. 6. Ensure the scheme achieves its contractual targets. 7. Support other staff to contribute to the development and delivery of support.
Duties & Responsibilities	
1) Service Delivery	<p>Deliver an effective outreach service to support rough sleepers into the most appropriate accommodation to meet their needs.</p> <p>Process referrals that have been received each morning and plan appropriate and safe outreach routes based upon new referrals and existing customers on the caseload, in accordance with scheme procedures.</p> <p>Seek additional risk information from partner agencies to fully inform accommodation options and support offer.</p>

	<p>Complete robust risk assessments and risk management plans identifying the risks posed to the customer and to others, working collectively with other agencies.</p> <p>Submit appropriate accommodation referrals based upon customer support needs to the relevant provider, in a timely manner to minimise period of rough sleeping for the individual.</p> <p>Contribute to multi-agency meetings regarding specific rough sleeping cases and present cases to the bi-weekly Rough Sleeper Action Group.</p> <p>Where there has been exclusion from accommodation providers advocate for the customer to ensure fair and appropriate access and enhancing accommodation offer.</p> <p>Adopt a flexible and creative approach with individuals to aid engagement on outreach, when safe and appropriate and in line with scheme risk assessments and procedures.</p> <p>Work in partnership with other agencies within the homelessness sector to engage with individuals on outreach and on an in-reach basis at a variety of locations.</p> <p>Support customers who are temporarily housed to ensure this accommodation is sustained in preparation for more permanent accommodation.</p> <p>Ensure that case notes and scheme monitoring records are updated to record progress and engagement on an agreed, regular basis and communicate effectively with other team members.</p> <p>Utilise the customer fund by way of a properly administered corporate charge card.</p> <p>Participate in the bi-monthly rough sleeper count to submit this data to MHCLG to inform future funding.</p>
<p>2) Security, Health & Safety</p>	<p>Follow information sharing protocol requirements during outreach.</p> <p>If there is an unreasonable risk to the health and safety of other customers and staff, work robustly with the Police when engaging with customers.</p> <p>Contribute to ensuring a clean and safe environment in line with the health and safety procedures.</p> <p>Work effectively with partner agencies in the community to raise awareness of rough sleeping.</p> <p>Ensure that the outreach vehicle is maintained, and report repair as and where required.</p> <p>Ensure that maintenance or health and safety issues are dealt with appropriately.</p>
<p>3) Safeguarding & Protection from Abuse</p>	<p>Comply with organisational policies and procedures in relation to procurement, fraud and whistle blowing.</p> <p>Provide written records detailing safeguarding concerns and actions taken.</p> <p>Operate professional boundaries. Support and guide other staff on professional boundaries and conduct and report issues of concern as appropriate.</p> <p>Work with relevant partners to ensure that customers and staff are protected from abuse, incidents are responded to and plans implemented.</p> <p>Ensure customers understand how they will be protected from abuse.</p>

4) Customer Involvement & Empowerment	<p>Understand the value of customer feedback, and provide qualitative information about customer stories; such as</p> <ul style="list-style-type: none"> - Written, audio, video or multi-media case studies - Articles for Brighter Futures website, social media channels and newsletter
5) Fair Access, Diversity and Inclusion	<p>Ensure that every customer has equality of opportunity and that no one faces barriers in accessing or exiting the service. Ensure that customers' needs are properly assessed and responded to in ways which respect their personal needs and preferences. Challenge as appropriate other staff and customers' oppressive practice or stereotyping.</p>
6) Competences & Training	<p>Participate constructively with training, supervision and appraisal. Behaviour embodies Brighter Futures' values and is within the Code of Conduct. Work In line with policies and philosophies.</p>
Targets and Performance:	<p>Ensure during outreach that that data is collated to contribute towards external performance returns. Contribute towards the achievement of internal key performance indicators. Have awareness of the overall objective of reducing street homelessness and how the work of the outreach service is contributing towards this. Ensure that the service is contributing to the aims, values and key performance indicators of Brighter Futures.</p>
Business Management:	<p>Comply with financial procedures applicable to the role. Comply with HR procedures applicable to the role. Take responsibility for ensuring that you have suitably prepared IT equipment to undertake your role. We may require you to work at other schemes which could include weekends and evening work dependent on business need. You may be required to do other duties according to the reasonable business need.</p>
Hours of Work:	<p>35 hours per week 6am -2pm, 8am-4pm and 3pm-9.30pm on a rolling rota basis. Some early morning, weekend and evening work is involved.</p>
Salary & Benefits:	<p>Salary Grade: £10.64 per hour 27 days annual leave, plus 8 additional days (pro rata based on hours) Personal Pension Plan Health Care Cash Plan Occupational Sick Pay Staff Counselling Service</p>

Person Specification – Morning Outreach Worker

We want the post holder to demonstrate the following competencies to a high level and use them in their work.

<ul style="list-style-type: none"> • Communication and Clarification • Creativity, Innovation and Adaptability • Commitment and Customer Focus • Relationship and Team Working 	<ul style="list-style-type: none"> • Respect, Integrity and Open-Mindedness • Accountability, Self-Reflection & Development • Engaging with and Supporting Change • Coaching and Supporting Others
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We do need you to use the job application form to demonstrate your capabilities in relation to each of the essential criteria's listed below (addressing each point in order). Use the answers to show how your competencies have helped you achieve positive results. This will give you the best possible chance of being shortlisted.

	Competences	E = Essential D = Desirable	Application Form	Test	Interview
1	Specific Qualifications				
1.1	GCSE grade A-C in English & Maths or equivalent that can demonstrate a good level of numerous and literacy skills.	E	X		
1.2	Full driving licence.	E	X		
1.3	Formal qualification / learning in a homelessness related field.	D	X		
2	Special Knowledge and Experience				
2.1	Substantial experience of working in a front line people facing role.	D	X		X
2.2	Experience of multi-agency working. Track record of working positively within a team.	D			X
2.3	Knowledge of windows-based software, including Word, Excel, e-mail and the internet.	E		x	
2.4	Experience of working within a service serving homeless individuals	D			X
2.5	Experience of working with individuals with complex issues including addictions and/or mental health	D			X
2.6	Experience of utilising a CRM system	D			

3	Additional Job Requirements				
3.1	Excellent communication, negotiation and inter-personal skills to build effective relationships at all levels	E			X
3.2	Ability to remain calm under pressure and difficult situations	E			X
3.3	Must be self-motivated with a positive can-do approach	E			X
3.4	Strong commitment to equality and diversity	E			X
3.5	Must be able to demonstrate a commitment to our Values	E			X
3.6	Flexibility to work outside standard office hours	E			X
3.7	Ability to establish and maintain clear boundaries with customers	E			X
3.8	Ability to respond to/manage sensitive, stressful and traumatic incidents effectively, using tact, diplomacy and assertiveness	E			X
3.9	Understanding of health and safety risks for customers, colleagues and self	E			X

Core Competencies – Levels 3-4

	<u>Descriptor</u>
Communication and Clarification	Presents clear messages using a range of techniques. Identifies active listening as a key component to effective communication. Appropriately influences others. Is concise and persuasive with a wide range of audiences. Effectively promotes Brighter Futures values, purpose and services.
Creativity, Innovation & Adaptability	Proactively sources and develops ideas. Solves problems, bringing improvements to services and resources. Modifies style and approach to achieve goals and effectiveness.
Commitment & Customer Focus	Committed to and focused on the views and needs of customers and other stakeholders. Ensures that customer needs are at the core of Brighter Futures service provision and take a non-judgmental approach to issues. Remains resilient and positive in seeing things through.
Relationships & Team Working	Develops and maintains positive relationships with a variety of people. Appropriately networks internally and externally for the benefit of Brighter Futures, its services and customers. Displays self-awareness, respect and integrity in all relationships.
Respect, Integrity & Open Mindedness	Understands and works within Brighter Futures commitment to equality and diversity. Respects and values the diversity of colleagues, customers and the wider operational environment. Understands and respects other people’s points of view. Demonstrates commitment to enhancing and developing Brighter Futures services in line with principles of equality and diversity.
Accountability, Self-Reflection & Development	Takes ownership, meets responsibilities and honours commitments. Is open and committed to continuous development. Applies new information and learns from experiences. Shares knowledge and learning and recognises own strengths and areas for development. Is open to receiving feedback about own performance. Can identify and discuss own mistakes and failings and takes steps to rectify them to improve performance. Presents a calm, competent and professional image to customers and other employees.
Engaging with and supporting Change	Is proactive, responsive and adaptable. Inspires others to positively engage with changes. Constructively and appropriately challenges change appreciating Brighter Futures need to remain flexible and break from tradition for the benefit of the customers and the mission of the organisation. Remains resilient and sees things through and is able to remain effective under pressure.

