

Job Description and Person Specification

Job details

Job title: **Rough Sleeper Worker**

Grade: £27,852 to £31,099

Reports to: Rough Sleeper Coordinator

Responsible for: N/A

Directorate and Service area: Adults, Health Partnerships and Housing

Purpose of the job

- Contribute to achieving the overarching aim of the Council's Rough Sleeping Team to ensure rough sleeping in North Northamptonshire is rare, brief and non-recurring through the provision of timely, effective and multi-disciplinary interventions.
- Provide a responsive, robust, and adaptable outreach service by conducting regular outreach sessions to ensure all rough sleepers identified / reported are effectively supported as required.
- Work in partnership with a range of statutory and voluntary sector partners to deliver a holistic multi-disciplinary package of specialist housing and related support services to people who are rough sleeping, formerly rough sleeping or at risk of rough sleeping to prevent or relieve homelessness.
- Actively engage, build trust and motivate rough sleepers requiring housing and related support, taking a creative, strengths-based, and person-centred approach to building and developing professional relationships.
- Provide housing related support to former rough sleepers temporarily accommodated by North Northamptonshire Council in order that they are provided the best opportunity to sustain their accommodation and not experience repeat homelessness.
- Help to identify the circumstances that lead to people rough sleeping in North Northamptonshire and work with partners to maximise opportunities for early intervention and homeless prevention.
- Work closely with the Dual Needs Homelessness Navigator and dedicated Housing Options Advisor to ensure a consistent approach to the delivery and support of the Rough Sleeping Service across North Northamptonshire.

Principal responsibilities

Street Outreach Service for rough sleepers

- Adopt the Council's robust and assertive street outreach approach and work closely with colleagues, other agencies and the public to identify new rough sleepers in order that a timely verification, assessment, accommodation and support can be provided.
- Engage with and provide intensive support and motivation to rough sleepers in North Northamptonshire to help them to access accommodation and related support services relevant to their individual needs.
- Provide an intelligence-led, flexible and responsive Street Outreach Service that is targeted at known rough sleepers' hotspots and areas where people are reported to be sleeping rough.
- Undertake regular street outreach sessions and conduct regular rough sleeping counts during the night to establish the number of rough sleepers bedded down.
- Lead on any crisis intervention work that is deemed as necessary following street outreach and coordinate other services as required including Emergency Services.
- Help to manage SWEP referrals and conduct risk assessments when SWEP is in operation.

Temporary accommodation support services for rough sleepers

- Provide housing and related support to former rough sleepers who are temporarily accommodated by, or who have been assisted into temporary accommodation by North Northamptonshire Council to successfully maintain their accommodation and reduce the risk of repeat rough sleeping.
- To assist with emergencies and any crisis intervention that is deemed necessary including the administration of Naloxone when required to reverse a drug overdose within the cohort (training required)
- Completion of comprehensive risk assessments and the development of support plans for all individuals in the cohort with regular review and monitoring.
- Encourage, support, and accompany individuals in the cohort to access help and advice (support and treatment) in relation to their personal support needs, for example physical and mental health, drug and alcohol misuse, budgeting and debt support, income maximisation etc.
- Support individuals in the cohort with the transition into temporary accommodation including understanding the terms of their occupancy agreement, help and support to set up housing benefit claims, bank accounts, council tax accounts, utility bills and accessing ID if required and obtaining essential household items / furniture and providing physical support to move if required.
- To offer advice in relation to independent living skills including shopping, cooking, and cleaning, and assist individuals in the cohort to deal with any issues that may jeopardise the accommodation including neighbour disputes, visitors to the property and antisocial behaviour.
- Support the cohort to develop and learn the skills required to maintain future tenancies and support them, when ready, to identify and move into their own longer-term home.
- Positively promote the rough sleeper tenancy support service and enable the cohort to have the confidence and capability to engage with wider agencies and conduct referrals.
- Encourage the cohort to be independent and assist them in reaching their full potential including helping individuals to realise their aspirations in relation to personal development, community interaction, training and employment and empower and support them to achieve.

Partnership working

- Identify and understand the full range of support services available locally and act as a key link to ensure that rough sleepers can be effectively signposted and gain access to complementary services.
- Work in close partnership with the dedicated Housing Options Advisor for Rough Sleepers and the Housing Options Team to develop, deliver and review Personalised Housing Plans for rough sleepers and former rough sleepers in temporary accommodation.
- Work with the Rough Sleeper Dual Needs Homelessness Navigator to ensure that rough sleepers with mental, physical, drug and/or alcohol support needs gain timely access to relevant support services.
- Work in close partnership with Adult Social Care and other partners where rough sleepers are experiencing multiple exclusion homelessness to safeguard and meet the needs of this vulnerable cohort by raising any safeguarding concerns, leading and organising professionals' meetings where required.
- Promote the use of, instigate and attend multi-agency case conferences for rough sleepers who have complex needs and/or a history of repeat homelessness or entrenched rough sleeping, and liaise with other services involved with the person's broader care plan, such as mental health services, social care, hospitals, their GP and welfare organisations.
- Promote and encourage all partners to adopt the Duty to Refer in respect of individuals who are homeless or threatened with homelessness.
- Work collaboratively and proactively with hospitals, prisons, supported housing schemes, and landlords to ensure that people leave accommodation, hospital or institutions in a planned way.
- Act as an advocate for rough sleepers and be a single point of contact for partners.
- Work in close partnership with Non-UK National partner agencies to support rough sleepers who are unable to access statutory services across North Northamptonshire. Providing assessments, support with EUSS applications, information regarding welfare benefits, and access to relevant support services.

Resources

- Ensure that all interactions and interventions with rough sleepers are accurately recorded on the Council's case management systems to enable the activities delivered by the rough sleeping team to be monitored and maintained.
- Help to deliver the Government annual rough sleeper count for North Northamptonshire Council to enable trends in rough sleeping to be captured and to aid the event to be carried out successfully.
- Utilise and work within the framework of the Council's policies to prevent and relieve rough sleeping, including the Temporary Accommodation Policy, the Homelessness Prevention Fund Policy, the Private Rented Sector Access Fund Policy and the Rough Sleeper Intervention Fund policy.
- Contribute to the ongoing design and delivery of the service, and best practise, to ensure that the Council's rough sleeping services can evolve to remain able to respond appropriately to service user needs.
- Recognise personal and professional boundaries, work in a safe manner and contribute positively to the creation of a safe and healthy working environment, in accordance with the

Council's policies and procedures, to ensure compliance with health and safety requirements (including lone working).

- Maintain professional competence and keep abreast of developments through research and reading, and by attending relevant courses, meetings and supervision.

General responsibilities

- Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
- Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
- Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Special features of the post

- This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.
- This post requires the postholder to work outside normal office hours as necessary (including outreach, community events etc).



Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Hold a minimum of 5 GCSE's grade A-C (or other Level 2 NVQ qualification) or able to demonstrate an equivalent capability	Evidence of continuous professional development
Experience and Knowledge	<p>Experience of working / volunteering in housing or care related post providing support to vulnerable customers</p> <p>Practical experience of assessment, providing support, key working and advocacy with persons/groups requiring support</p>	Experience of working effectively in partnership with and liaising with a range of stakeholders
Ability and Skills	<p>Excellent written and verbal communication skills</p> <p>A good understanding and awareness of housing and homelessness issues</p> <p>A good understanding and knowledge of the main causes of rough sleeping, the barriers that people face when trying to access accommodation and support services</p> <p>Working knowledge of the welfare benefits available to single homeless people</p> <p>Ability to form and develop professional and effective working relationships with colleagues, partners and service users and work effectively and enthusiastically as part of a team</p> <p>The ability to work with vulnerable people in difficult situations and handle challenging behaviour</p> <p>Excellent listening and interviewing skills, with a proven ability to inspire and motivate people to improve themselves and/or others</p> <p>A skilled problem-solver and negotiator with an organised and imaginative approach to work and the ability to manage difficult and sensitive situations</p> <p>Ability to work well under pressure, on own initiative, and manage and prioritise workload</p> <p>IT and keyboard skills, including the ability to use Microsoft Office and maintain accurate records and case files</p>	<p>An understanding of and ability to interpret relevant legislation, guidance and case law including Homelessness Reduction Act 2017 and contribute to service improvement, policy formulation and innovative best practise</p> <p>Experience of managing a caseload and producing risk assessments, needs assessments and support plans</p> <p>Experience of working with and advocating for vulnerable and socially excluded adults and knowledge of the procedures relating to safeguarding adults</p> <p>Experience of attending and participating in multidisciplinary case conferences</p> <p>Excellent interpersonal skills and the emotional resilience to deal effectively with complex circumstances surrounding vulnerable people</p> <p>An understanding of equality and diversity and the requirements of the General Data Protection Regulations/Data Protection Acts</p>

Attributes	Essential criteria	Desirable criteria
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	<p>Full driving licence and access to own transport for work purposes</p> <p>Willing to work outside normal office hours as necessary (including undertaking outreach sessions, attending community events etc)</p> <p>This post is subject to a DBS check.</p>	