

Job Description and Person Specification

Job details

Job title: **Street Outreach Worker**

Grade: Band 5

Reports to: Senior Street Outreach Worker

Responsible for: N/A

Directorate and Service area: Housing, Adults Communities and Wellbeing

Purpose of the job

Contribute to achieving the overarching aim of the Council's Rough Sleeping Service 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 street outreach service by conducting regular street outreach sessions to ensure all rough sleepers identified / reported are effectively supported as required. 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.

Help to identify the circumstances that lead to people rough sleeping in North Northamptonshire and work in partnership with a range of statutory and voluntary sector partners to maximise opportunities for early intervention and homeless prevention, delivering a holistic multi-disciplinary package of specialist housing and related support services.

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.

This role will be based across North Northamptonshire

Principal responsibilities

1. Deliver an intelligence-led, flexible, responsive and assertive street outreach approach that is targeted at known rough sleepers' hotspots, along with working closely with colleagues, other agencies and the public to identify new rough sleepers in order that a timely intervention, assessments, accommodation and support can be provided.
2. 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 direct from the streets. Lead on any crisis intervention work that is deemed as necessary following street outreach and coordinate other services as required including Emergency Services.

3. Completion of comprehensive risk assessments and the development of support plans for all individuals in the cohort and those being provided with temporary accommodation by North Northamptonshire council. 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/financial/benefit support, income maximisation etc.
4. Support the cohort to develop and learn the skills required to maintain future tenancies and support them with independent living skills including shopping, cooking, budgeting and cleaning and when ready, identify and support their move on into their own longer-term home. Encourage and assist the cohort in reaching their full potential in relation to personal development, community interaction, training, employment and empower and support them to achieve their goals.
5. Work in close partnership with the dedicated Housing Options Advisor for rough sleepers to develop, deliver and review Personalised Housing Plans for rough sleepers and former rough sleepers in temporary accommodation.
6. 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, ensuring accurate records are held and distributed.
7. 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.
8. 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 preventing potential homelessness and rough sleeping.
9. Develop services locally with community and faith groups for Rough Sleepers to access for housing and wellbeing support.
10. Help the Senior Street Outreach Worker and Rough Sleeping Services Team Leader to deliver a robust and successful annual rough sleeper count for North Northamptonshire, and to deliver requirements when the Council's Severe Weather Emergency Protocol (SWEP) is activated.
11. 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
12. Act as an advocate for rough sleepers and be a single point of contact for partners

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.

2. 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).
3. Understand the council's commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
4. 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.

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- This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.
- This post requires the post holder to work outside of office hours to complete Street Outreach Sessions.



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>
Equal Opportunities	Ability to demonstrate awareness/understanding of equal	

Attributes	Essential criteria	Desirable criteria
	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 complete Street Outreach Sessions (outside of office hours)</p> <p>Willing to work outside normal office hours as necessary</p> <p>This post will be subject to a Disclosure and Barring Service check</p> <p>This post is office based</p>	