

ROLE PROFILE

Department:	Care and Support
Job Title:	Rough Sleepers Outreach Worker
Key Skills Required:	<p>We are looking for someone who is customer focused, who will has the skills to engage with vulnerable customers and actively support them to accept assistance and access housing.</p> <p>The role will require good record keeping skills and the ability to participate in and promote multi-agency working. The successful applicant should have good IT skills.</p>
Job Purpose:	<p>To seek out and actively engage with rough sleepers and people at risk of sleeping rough. To provide advice, support and assistance to individuals to enable them to secure suitable accommodation and meet their immediate needs. To enable customers to gain and maintain sustained independent living and fully participate within their community.</p>
Reporting to:	Team Leader
Responsible for:	N/A

Key Responsibilities and Accountabilities

Service Users

Identify accommodation opportunities for; Rough sleepers across Birmingham through early and late street outreach in partnership with other agencies, drop in sessions at designated locations and other appropriate settings as identified.

To engage with these individuals and establish a positive working relationship as well as promoting effective communication for and about individuals.

To respond to Street Link referrals and provide update for stakeholders involved in customer delivery.

To undertake an ongoing full assessment of need and risk for rough sleepers engaging with the service.

To promote choice, well being and the protection of all customers and to work in line with the Homelessness agenda.

To actively encourage vulnerable persons to move into appropriate accommodation.

To provide practical, emotional and cognitive support to enable them to do this and to assist with the practical arrangements for moves into accommodation co-ordinated with any other agency involved.

To offer guidance, support and advice to customers on ways in which substance use and activities affected by it can be practiced more safely and to reduce substance use and provide information on different forms of substance and their likely effects.

To identify barriers to accommodation for rough sleepers and to engage with them individually to overcome these barriers.

To liaise with specialist agencies in the city to enable rough sleepers to access those services e.g. counseling, alcohol, drug, health, sexual identity, legal support, etc. and to support service users with this access as appropriate.

Advocate for the client group in accessing all services, including reconciliation work with agencies if required.

Establish regular contact with other agencies, community, voluntary and statutory to ensure effective outreach.

Maintain contact, either directly or via other workers, to ensure that people are supported appropriately through to the point of tenancy support, referral into another support process or to continue tenancy support at the direction of the senior worker.

To assist with identifying and accessing alternative meaningful day time activity.

To work within a multi-agency approach with colleagues from other agencies and areas to provide a full range of services to rough sleepers and vulnerable persons.

Monitoring, Statistics and Files

To establish a clear and comprehensive profile of the numbers and needs of the rough sleepers across Birmingham.

To keep electronic records of all work, ensuring accuracy and accessibility in line with contractual requirements.

To maintain accurate and full case files on individuals worked with.

To ensure that reporting deadlines are met.

To present monitoring information at the monthly multi agency meetings and action planning meetings.

Other Responsibilities

To ensure work is aimed at meeting targets and contractual requirements.

To undertake and participate constructively in induction, regular supervision, Midland Heart's Talent Development process and relevant training.

To contribute to the overall work of the Homeless Services Centre.

To help Midland Heart develop and disseminate a model of good practice for street outreach.

To organise and participate in street counts as appropriate.

To deliver presentations (e.g. at training and other events) as required.

To promote appropriate service user involvement in the delivery of the service and ensure that service user views are heard and responded to appropriately.

To jointly work with partners including, Birmingham City Council, Police, West Midlands Fire Service, Health Exchange and other statutory, commissioned and voluntary agencies.

General Responsibilities

To be responsible for the health, safety and welfare of yourself and other at work.

Contribute to the training and development of other staff.

Promote and uphold Midland Heart's policy and ethos on equal opportunities.

To maintain confidentiality in line with Midland heart's policy in relation to service users, staff and business sensitive information.

Person Specification

	Application	Interview	Test
Education, qualifications and training			
1. English and Maths GCSE or equivalent qualifications.	Y		
Experience			
2. Experience of working with a vulnerable customer group.	Y	Y	Y
3. Some experience of effective face to face communication with a variety of people in different scenarios/circumstances - providing quality customer service.	Y	Y	Y
Knowledge			
4. Ability to demonstrate an understanding of issues related to vulnerable client groups.	Y	Y	Y
5. An understanding of the importance of confidentiality.	Y	Y	Y
6. Basic awareness of Health and Safety.	Y	Y	Y
Skills			
7. Good written and verbal communication skills.	Y	Y	Y
8. Literacy and numeracy skills.	Y	Y	Y
9. Good interpersonal skills and the ability to interview and assess customers.	Y	Y	Y
10. Good IT skills	Y		
Behaviours			
11. Demonstrate good understanding of own motivation and a keen interest in working with people with an offending background	Y	Y	
12. Demonstrate an ability to provide an honest, respectful and non-judgmental approach to others and deal with people in an assertive, fair and consistent manner.	Y	Y	Y
13. Have the capacity to understand and maintain professional relationships with customers and follow relevant guidelines.	Y	Y	Y
14. An ability to work as part of a team, work along and take direction from a supervisor.	Y	Y	
15. An ability to use own initiative, including taking responsibility for own learning.	Y	Y	
16. An ability to prioritise and make decisions.	Y	Y	Y
17. Demonstrate a personal drive and determination to achieve best possible for outcomes for self, customers and organisation.	Y	Y	Y
18. Understanding of and commitment to the principles of equality and diversity.	Y	Y	Y