

## ROLE PROFILE

<b>Role Title:</b>	Outreach Worker - Housing First
<b>Department:</b>	Inclusions Services
<b>Role Purpose:</b>	Inclusion Services provide a comprehensive support package for customers who are homeless or at risk of homelessness. It offers focussed interventions for customers to meet all of the person's housing –related support needs. You will enable vulnerable people to feel safe and secure and to develop and achieve independence.
<b>Reporting to:</b>	Team Leader
<b>Responsible for:</b>	N/A
<b>Disclosure level:</b>	Enhanced,
<b>Role Level:</b>	<u>Frontline Worker</u>

<b>Key Role Responsibilities</b>	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. 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 and to sustain that accommodation. To enable customers to gain and maintain sustained independent living and fully participate within their community.
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<b>Education, Qualifications and Training</b>	Entry level but prepared to work towards minimum level 2.
<b>Knowledge and Experience</b>	Experience of working with homeless, vulnerable adults in any related setting. Knowledge of Welfare Benefits
<b>Role Specific Skills &amp; Behaviours</b>	<ul style="list-style-type: none"> <li>• To work closely with the referring agents ensuring that the service is allocated promptly and able to meet customer needs.</li> </ul>

	<ul style="list-style-type: none"> <li>• To undertake needs assessments, risk assessments and support planning in relation to all customers and to actively review and monitor these with customers.</li> <li>• To be able to develop a risk management plan with measures to minimise and manage risks identified.</li> <li>• To engage with individuals and establish a positive working relationship</li> <li>• Identify accommodation opportunities for rough sleepers in the Stafford area</li> <li>• To identify barriers to accommodation for rough sleepers and to engage with them individually.</li> <li>• To promote choice wellbeing and protection to all customers to work in line with Homelessness agenda.</li> <li>• To work within a multi-agency approach with colleagues from other agencies and areas to provide a wrap around service to customers.</li> <li>• To be able to lone work and to travel in the Stafford and surrounding areas in order to deliver support to customers.</li> <li>• To be able to effectively deal with Safeguarding Concerns, complaints, and data protection.</li> <li>• To work with landlords to secure appropriate accommodation for customers supported through the Housing First programme</li> </ul> <p><b>MONITORING, STATISTICS AND FILES</b></p> <ul style="list-style-type: none"> <li>• To keep records of all work, ensuring accuracy and accessibility whilst ensuring data protection.</li> <li>• To ensure that any concerns around Safeguarding and Whistleblowing are raised with management in a timely manner.</li> <li>• To maintain accurate and full case files on customers worked with and be able to provide regular, accurate records on customers progress.</li> <li>• To ensure that reporting deadlines are met.</li> </ul> <p><b>OTHER RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>• To undertake and participate constructively in induction, regular supervisions, staff meetings, Midland Heart's Learning and Development process and relevant training.</li> <li>• To actively promote services within community.</li> <li>• To promote appropriate service user involvement in the delivery of the service and ensure that service user views are heard and responded to appropriately.</li> </ul> <p><b>GENERAL RESPONSIBILITIES</b></p>
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	<ul style="list-style-type: none"><li>• To be responsible for the health, safety and welfare of yourself and others at work.</li><li>• Contribute to the training and development of other staff.</li><li>• Adhere to requirements itemised in Midland Heart Code of Conduct.</li><li>• Promote and uphold Midland Heart's policy and values on equal opportunities.</li><li>• To maintain confidentiality in line with Midland Heart's policy in relation to customers, staff and business sensitive information.</li></ul>
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