

ROLE PROFILE

Role Title:	Apprentice Outreach Worker
Department:	Supported Living
Role Purpose:	The purpose of the role is to seek and actively engage with rough sleepers and people at risk of sleeping rough via street outreach.
Reporting to:	Team Leader
Responsible for:	None
Disclosure level:	Enhanced DBS required
Role Level:	<u>Frontline Worker</u>

Key Role Responsibilities	<p>To seek out and initiate contact with rough sleepers and people at risk of rough sleeping, via street outreach, in order to raise awareness of what support and services are available to them to get them into appropriate accommodation.</p> <p>To engage with rough sleepers to enable risk and needs assessments to be carried out to identify and be able to manage any risks and needs identified.</p> <p>To engage individuals and establish a positive working relationship as well as promoting effective communication for and about individuals.</p> <p>To promote choice, wellbeing and the protection of customers.</p> <p>To work in line with Birmingham City Council's Homelessness Strategy and Supporting People agenda.</p> <p>To offer guidance, support and advice to customers on ways in which substance use and activities affected by it can be practised more safely.</p>
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	<p>To support customers in reducing substance use and provide information on different forms of substance and their likely effect.</p> <p>To actively encourage vulnerable persons to move into appropriate accommodation and provide practical, emotional and cognitive support to enable them to do this.</p> <p>Assist with the practical arrangements for moves into permanent accommodation coordinated with any other agency involved.</p> <p>To assist with identifying and accessing alternative meaningful day activities.</p> <p>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.</p> <p>To support the establishment of a clear and comprehensive profile of the numbers and needs of rough sleepers in Birmingham.</p> <p>To keep written records of all work, ensuring accuracy and accessibility in line with Supporting People requirements.</p> <p>To maintain accurate and full case files on individuals worked with.</p> <p>To ensure that reporting deadlines are met.</p> <p>To help Midland Heart develop and disseminate a model of good practice for street outreach.</p> <p>To organise and participate in street counts as appropriate.</p> <p>To promote appropriate customer involvement in the delivery of the service and ensure that customer views are heard and responded to appropriately.</p> <p>To be responsible for the health, safety and welfare of yourself and others at work.</p>
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<p>Education, Qualifications and Training</p>	<p>English and Maths GCSE or equivalent qualifications</p>
<p>Knowledge and Experience</p>	<p>An understanding of the causes of homelessness and how these can be addressed</p> <p>An insight into managing challenging situations, including customers who exhibit anti-social behaviour</p> <p>An understanding of the importance of confidentiality</p> <p>Basic awareness of Health and Safety</p> <p>Some experience of effective face-to-face communication with a variety of people in different scenarios/circumstances - providing quality customer service</p>
<p>Role Specific Skills & Behaviours</p>	<p>Good written and verbal communication skills.</p> <p>Good literacy and numeracy skills.</p> <p>Good interpersonal skills and the ability to interview and assess customers.</p> <p>Good IT skills</p> <p>Demonstrate good understanding of own motivation and a keen interest in working with people with complex needs, substance abuse, mental health issues, domestic violence other related issues.</p> <p>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.</p> <p>An ability to work as part of a team, work alone and take direction from a supervisor.</p> <p>An ability to use own initiative, including taking responsibility for own learning.</p> <p>An ability to prioritise and make decisions.</p> <p>Demonstrate a personal drive and determination to achieve best possible outcomes for self, customers and organisation.</p>