

## JOB DESCRIPTION

### Outreach Worker – Rough Sleeper Outreach Service

<b>Pay Range</b>	£20,365 - £24,404 pro rata	<b>Service Area</b>	Housing and Homeless
<b>Line manger</b>	Team Manager	<b>Location</b>	Across Buckinghamshire
<b>Full/Part Time</b>	37.5 hrs per week	<b>Annual Leave</b>	30 days plus bank holidays pro-rata

## JOB PURPOSE

### The objectives of the Rough Sleeper Outreach Service are to:

- Reduce the number of people sleeping rough in Buckinghamshire
- Contribute to the reduction of repeat homelessness
- Deliver an effective service that is tailored to an individual's needs
- Facilitate successful resettlement.

### We do this by supporting clients to:

- Responding to referrals and verifying rough sleepers at their bedded down site.
- Placing rough sleepers in emergency accommodation (when available).
- Engaging with the rough sleepers to improve their health, safety and wellbeing including addressing mental health and substance misuse issues.
- Re-establishing and reconnecting rough sleepers with their family & friend networks and local communities.
- Providing information, advice and guidance to local community support and services.
- Working collaboratively with other agencies both statutory and voluntary to ensure best outcomes for rough sleepers.
- Resettling rough sleepers into long term accommodation and identifying longer term support.
- Supporting rough sleepers to identify and access appropriate services.

Being able to motivate clients through using a person centred, motivational approach which meets the needs of the individual is essential to the success of this service.

## RESPONSIBILITIES

### Specific Duties and Responsibilities

#### *In relation to clients:*

- Develop and sustain a supportive working relationship with service users.
- Provide assertive outreach (focused and determined discussions on the streets) to assist rough sleepers to improve their current situation and access accommodation, treatment, primary care and other relevant services that will move them away from a street-based lifestyle.
- Complete risk assessments.

- Carry out assessments of the housing and related social and health care needs of clients who are sleeping rough or engaged in street activity. Where appropriate involve specialist teams / agencies and ensure that these needs are met through support plans and action planning and review.
- Provide information, and advice on welfare rights, housing options, tenancy rights and responsibilities to enable them to make informed choices.
- Provide advocacy and assertiveness skills support encompassing signposting to other services, liaison with housing providers, advice on law and enforcement, access to treatment (including GP, drug, alcohol and mental health service, and rehab).
- Participate in multi-disciplinary working with partner agencies and shall include case conferences to further the support planning and resettlement process for individual clients.
- Assist rough sleepers to access emergency hostel accommodation in Buckinghamshire.
- Provide in-reach and crisis management to hostels and other forms of accommodation when appropriate to prevent a client returning to rough sleeping.
- Provide the information on rough sleeping hotspots for rough sleeping estimates and attend street counts where a district chooses to undertake one.
- Promote the service to, the public and other organisations.
- Identify and engage private sector landlords willing to participate in housing service users.
- Maintain accurate records as required by the Team Manager.
- To work to deliver a service which is sensitive to the different needs of black & minority ethnic clients, women, transgendered, lesbians and gay men and clients with disabilities, and which does not discriminate on grounds of age, class, religion, HIV status or offending background.

#### ***In relation to other agencies***

- To attend agency and relevant external meetings and inter-agency forums, with the agreement of the team manager.
- To liaise with voluntary and statutory agencies to develop good working relationships and promote co-working strategies where appropriate.
- To be aware of legislation and national policies as they affect clients, particularly in the areas of housing, homelessness, welfare rights, mental health, drug use and community care.

#### ***In relation to policy and administration***

- To carry out all necessary administration in relation to the casework task.
- To keep casework records in order that Connection Support can monitor and assess its efficiency and effectiveness.
- To further the aims of Connection Support and its activities by working within all agreed policies, including the Equalities Policy.
- Carry out, within reason, any other duties necessary to the smooth running of the project.

### **REHABILITATION OF OFFENDERS ACT**

**Connection Support is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.**

This post is exempt from the Rehabilitation of Offenders Act 1974. Applicants are therefore not entitled to withhold information about convictions, which for other purposes are 'spent' under the provision of the Act.

We are committed to carefully screening all applicants who will work with young people and adults with support needs. Employment checks and references will be undertaken on all prospective applicants, as well as a Disclosure & Barring Service check.

## SAFEGUARDING STATEMENTS

### **Employee**

Carry out all duties with an awareness and understanding of the Safeguarding requirements within the area of responsibility. Work complies with all safeguarding policies and procedures that apply to the role. Behaviours and actions support the safeguarding of children, young people or adults with care and support needs as appropriate.

### **Manager**

Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained within the area of responsibility. Manage and update the standards as appropriate to the role. Safeguarding standards are monitored and maintained in compliance with organisational policy. Appropriate safeguarding training is provided and standards are reviewed and updated as required.

### **Senior Managers**

Ensure organisational safeguarding strategies reflect statutory requirements and best practice. Ensure these are understood and implemented within the area of responsibility. There is a proactive and positive Safeguarding Culture. The organisation meets its statutory Safeguarding requirements. Strategic risks are effectively managed.

