

## JOB DESCRIPTION

### Outreach Case Worker Oxfordshire

<b>Pay Range</b>	£24,397 - £26,649 per annum, pro rata, dependant on experience	<b>Service Area</b>	Outreach
<b>Line manger</b>	Team Manager	<b>Location</b>	Oxfordshire
<b>Full/Part Time</b>	Part time, 22.5 hours per week	<b>Contract</b>	Permanent

### JOB PURPOSE

#### **Our Mission**

Our team of staff members and volunteers work alongside people to overcome life's challenges. Why? To work towards our ultimate goal of solving homelessness and achieving independence. We recognise that every human being encounters challenges in life and we're here to support anyone who finds themselves in a time of difficulty, either through directly offering our support, or helping them to find the right support elsewhere

#### **Purpose of the post**

The Outreach Team engage with rough sleepers to improve their health, safety and wellbeing in order to reduce the number of people sleeping rough, reduce repeat homelessness and facilitate successful resettlement.

#### **We do this by:**

- Responding to referrals and verifying rough sleepers at their bedded down site and placing rough sleepers in emergency accommodation (when available)
- Engaging with the rough sleepers to improve their health, safety and wellbeing, accessing appropriate services.
- Re-establishing and reconnecting rough sleepers with their family, friend, and local communities.
- Providing information, advice and guidance to local community support and services.
- Working collaboratively with other agencies to ensure best outcomes for rough sleepers.
- Resettling rough sleepers into long term accommodation and identifying longer term support.

### RESPONSIBILITIES

#### **In relation to clients:**

- Develop and sustain a supportive working relationship with clients, which encourages and motivates.
- 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.

- Assist rough sleepers to access emergency hostel accommodation in Oxfordshire.
- 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.
- Verify rough sleepers bedded down site early in the morning or late evening.
- Work with clients to improve skills and strengthen practical life skills (e.g. budgeting, paying bills, planning meals, build resilience) needed for their survival in independent housing or while experiencing homelessness.
- Work with clients to identify support needs which can be met by other agencies, to make referrals to specialist agencies, and develop appropriate casework links with such agencies in relation to clients' support plans.
- Complete risk assessments where applicable.
- Carry out assessments of the housing and related social and health care needs of clients. 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 where applicable.
- Provide advocacy and assertiveness skills support encompassing signposting to other services, liaising 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.
- Identify and engage private sector landlords willing to participate in housing clients.
- Provide support that is sensitive to the different needs of people. (e.g., culture, religion, background, personal beliefs, age, personal experiences, addictions etc).

***In relation to the team***

- To attend and participate in regular team meetings.
- To provide cover on an occasional basis for absent colleagues.
- To participate in regular support & supervision sessions.
- To operate agreed health & safety and security procedures.
- To share responsibility for security of office premises.
- To attend appropriate training courses and participate in skill sharing sessions within the team.

***In relation to other agencies***

- To represent the agency at 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.

**Working Hours:** Monday – Friday: Outreach requires early mornings and evenings to verify people at their bedded sown site.

A driver's licence and access to a vehicle is required for this role.

## 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 involves working with vulnerable children, young people or adults, therefore 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, and that these are understood and implemented within the area of responsibility. Ensure there is a proactive and positive Safeguarding Culture. Ensure the organisation meets its statutory Safeguarding requirements and that strategic risks are effectively managed.



