

HIGHTOWN HOUSING ASSOCIATION

STAFF JOB DESCRIPTION

<u>DEPARTMENT:</u>	Care and Supported Housing
<u>JOB TITLE:</u>	Safer Street Outreach Worker
<u>RESPONSIBLE TO:</u>	Scheme Manager/Operations Manager
<u>RESPONSIBLE FOR:</u>	No line management responsibility

JOB SUMMARY

The role of the Safer Street Outreach Worker is to help rough sleepers in the Dacorum area access support services and accommodation.

The Service aims to reduce the overall number, and impact, of people rough sleeping in the locality. The Safer Street Outreach Worker will identify and work with individuals through the delivery of a street based daytime and occasional evening assertive outreach service.

The Safer Street Outreach Worker will work as a part of a multi-agency effort, liaising with the local authority, police and other agencies to address street homelessness, with a particular focus upon those individuals entrenched in the cycle of rough sleeping. They will respond to, reports of rough sleepers and maintain an accurate overview of the local picture in Dacorum district. They will provide advice and referrals to services such as primary health care, substance misuse services, counseling, housing and benefits. The overall aim is to enable people sleeping rough to address their needs, improve overall health and well-being, find appropriate solutions to end their homelessness and encourage people to lead a more settled way of life.

The post holder will provide a quality service, promote high standards of practice that is conducive to meet the needs of our customers and will maintain a visible presence and initiate contact on the streets. They will be committed to delivering a flexible service which responds to changing needs and works to support individuals to develop the necessary skills for leaving the streets.

SPECIFIC RESPONSIBILITIES

Support for People Using the Service:

To have responsibility for delivering a flexible outreach service to individuals sleeping rough through individual assessment, support planning and link working in line with Hightown Housing's person centered approach and risk management policies.

- Conduct regular, one to one targeted street outreach.
- Oversee referrals within a reasonable time frame from Homeless Prevention team and other agencies.
- Undertake an assessment of needs and risk to ensure client's individual needs are identified and met
- To respond to immediate needs and risks by engaging rough sleepers with relevant health and support services including establishment of drop in services (specifically around support for mental health and addictions).
- To work in partnership with other key local agencies to ensure rough sleeper's needs are met (Community Safety, CMHT, Primary Care, Substance Misuse Services, Job Centre Plus, other advice services including CA)

- To support access to and management of Severe Weather Emergency Provision (SWEP) when required and co-ordinate Multi- agency Response Panel (MARP).
- To co-ordinate key personnel to undertake the periodical rough sleeper count as required.
- To facilitate rough sleepers moving off the streets and into appropriate accommodation as quickly as possible
- Direct liaison with Homeless Prevention team in relation to Street link referrals.
- Enable clients to relocate or return to their home/area, involving specialist agencies where necessary
- Through the support planning process provide practical support to encourage clients to engage with and positively use other agency support
- Promote rights, choice and dignity and independence
- Ensure clients receive a copy of their support agreement and support plan, and that a full explanation is given in a format, which is understandable
- To attend meetings with and on behalf of client with other agencies and professionals act as an advocate for Service Users where appropriate
- To actively promote the SSO service to other local agencies, to ensure the service is visible and accessible.
- To work within appropriate professional boundaries

- **Team Tasks:**

- To work hours appropriate to the service.
- To attend regular team meetings.
- To attend external forums and meetings as required.
- To undertake in house and other training proposed by the Scheme Manager / Operations Manager, including mandatory training courses.
- To attend and participate in regular supervision sessions and appraisals with Scheme Manager / Operations Manager.
- To provide accurate and up to date information to pass onto colleagues as applicable in verbal, written and electronic formats including writing monthly reports.
- Maintain good working relationships with other social service professionals and agencies involved with client.
- To adhere to Hightown Housing's Policies and Procedures in all aspects of the work
- To carry out tasks that ensure the smooth operation of the service.

- **Health and Safety:**

- To adhere to and contribute to maintaining safe systems of work and a safe environment, in particular Lone Working procedures
- To advise the Hightown's relevant officer of any malfunction or faults, and ensure the security of the premises.
- To ensure that legislation and regulations concerning environmental health and health and safety are complied with and to report where action is required.

- **Records and Administration:**

- To maintain accurate and comprehensive records on clients as required
- To comply with operational policy, and other policies, procedures and protocols in operation within the service.
- To maintain confidentiality as set out in the operational policy
- To complete and submit regular reports to the Scheme Manager / Operations Manager as directed, including a monthly report.

- **Financial Administration:**

- To purchase goods through the use of procurement cards, keeping accurate records of own expenditure with receipts
- To maintain the management of centre suite in accordance with company procedures

SPECIAL CONDITIONS OF SERVICE

The hours of work will be Monday – Friday 9am – 5pm. However, due to the nature of the role a degree of flexibility will be applied in order to respond to the needs of the service.

The post holder is employed by the service and may be asked to work out of any of the staff bases operated by the team.

A satisfactory enhanced DBS Disclosure is required for this post

Any other reasonable duties at the request of the Scheme Manager / Operations Manager

To participate in the development of this job description as necessary. This job description reflects the present requirements of the post. As duties and responsibilities develop and change, the job description will be reviewed.

Hightown operates a non-smoking policy. It is not permitted to smoke in any property belonging to tenants or the Association.

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PERSON SPECIFICATION

STREET OUTREACH AND RESETTLEMENT WORKER

	Essential	Desirable
Experience Previous experience of working with people in a supportive role providing advice and information, guidance and assistance	X	
Previous experience of working with people experiencing homelessness including providing advice and information, guidance and assistance	X	
Ability to <ul style="list-style-type: none">• Positively engage with and sustain appropriate relationships with clients who are often unwilling to engage with services• Motivate, promote independence and ensure that adequate levels of support are given to each client• Use own initiative• Keep accurate records and write reports• Prioritise work and organise workload to meet deadlines• Listen and communicate at all levels• Act calmly in stressful situations and respond professionally to difficult situations• Work and think flexibly• Assess need, plan and deliver support to service users• Work on own unsupervised or as part of a team• Work in partnership with other agencies and professionals	X X X X X X X X X X	
Personal Characteristics <ul style="list-style-type: none">• Responsible and reliable• Understanding and commitment to Equality and Diversity• Flexible approach and responsive to change• Highly motivated and enthusiastic	X X X X	

<p>Knowledge and Understanding</p> <ul style="list-style-type: none"> • Understanding of the multiple/complex needs experienced by homeless people • Understanding of good practice in safeguarding vulnerable adults • Knowledge and understanding of the roles of external agencies • Knowledge of welfare benefits • Knowledge and understanding of Health & Safety 	<p style="text-align: center;">X X X</p>	<p style="text-align: center;">X X</p>
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to be flexible when required covering evening hours and weekends when necessary. • Use of a car for work 	<p style="text-align: center;">X X</p>	