

# Rough Sleeper Outreach Worker

## Fixed Term Contract – 1 Year

Closing date: 20/01/2020  
Interview date: 04/02/2020



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# Applying For This Vacancy

Please read the information in this document before you complete your application form.

**You will need to make clear in your application form:**

- **Why you are interested in the position**
- **What relevant skills and experience you have (refer to the Job Description and Person Specification)**

Please complete the online application form in full as shortlisting will be based on the information provided on your application form.

Go to the job advert page and click on “Apply online”. You will be asked to register before you can complete your online form. Tips on applying online can be found at:

<https://www.bracknell-forest.gov.uk/jobs/applying-job/tips-online-applications>

We will be in touch with you via your email address.

You can still access the job details/application pack and view your application form after the closing date by logging into your account. You can also check the status of your application (e.g. whether shortlisting has taken place) in the same way.

## Any problems?

If you have any queries about your application, please contact the recruitment team at [Recruitment@bracknell-forest.gov.uk](mailto:Recruitment@bracknell-forest.gov.uk)

If you experience any technical issues with your application, please contact the Jobsgopublic support team at [support@jobsgopublic.com](mailto:support@jobsgopublic.com) or call 0207 427 8250.

Our preferred method of application is online, but if you are unable to do this, please contact the recruitment team, as above.

# Job Description

Department: Early Help & Communities People Directorate	Section/Location: Welfare & Housing Service – Time Square
Post Number:	Work style: Free
Job Title: Rough Sleeper Outreach Worker	Grade/Salary Range:

## JOB PURPOSE

Working within set procedures providing outreach and in-reach services.

To investigate instances of individuals sleeping rough in the borough and liaise with the Welfare and Housing Service and partner agencies to deliver multi-agency interventions.

To engage with and assessing the needs of individuals rough sleeping in the borough and providing information and advice on support services available and delivering personalised case management to support individuals to move away from the streets.

## DESIGNATION OF POST AND POSITION WITHIN DEPARTMENTAL STRUCTURE

This is new post within the Welfare and Housing Resources team on a 1 year fixed term contract.

The post holder will report to the Rough Sleeper Team Manager

## MAIN DUTIES AND RESPONSIBILITIES

- Identify rough sleepers and build a rapport and promote the well-being of clients
- Carrying out assessments, identifying priorities and ongoing needs, including establishing local connections and reconnection needs
- Providing crisis intervention support including responding to risk such as anti-social behaviour, mental health concerns etc
- Provide robust signposting service with referrals to relevant agencies
- Establishing strong working relationships with services users, building trust and providing active case management for all rough sleepers
- Supporting and encouraging service users in building links with support organisations such as accommodation providers, social services, drug and alcohol team
- Responding to Street Link referrals
- Enabling access to specialist support and mainstream services such as education, leisure, employment services
- Supporting service users in maximising and maintaining income
- Share relevant and appropriate information within a multi-disciplinary team to ensure continuity of

care.

- Refer clients to other agencies to meet needs identified beyond the scope of the service
- Effectively managing the individuals' transition from the service in a manner that supports their long term stability
- Contribute to development of the service, local procedures and future planning of services related to interventions to reduce rough sleeping

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only

#### **SCOPE OF JOB (Budgetary/Resource Control, Impact)**

This post holder is responsible for agreeing spend for personal budgets for each rough sleeper in their caseload which will be approved by their line manager.

The post involves working with other team members as part of a specialist team supporting rough sleepers in the borough and will require liaising with other agencies as part of a multi-disciplinary team.

The post involves lone working and visiting vulnerable clients and the post holder will be required to use Councils laptops in that context which will hold category 3 level information.

All employees working with children, young people and vulnerable adults have a responsibility for safeguarding and promoting their welfare.

# Person Specification

Job Title: Rough Sleeper Outreach Worker	Section/Location: Welfare & Housing Service Time Square
Department: Early Help & Communities People Directorate	Post Number:

KEY CRITERIA	ESSENTIAL	DESIRABLE
<b>Qualifications And Training</b>	<p>A good level of education and at least 2-5 years work experience in the same role.</p> <p>Good written abilities to produce reports, case notes and referrals for partner agencies</p> <p>Good IT skills</p>	Relevant training/qualifications
<b>Competence Summary</b> (Knowledge, abilities, skills, experience)	<p>Knowledge of the Housing Act 1996 Part 6 and &amp; 7 (as amended by the Homelessness Reduction Act 2017).</p> <p>Knowledge or welfare benefits and local discretionary benefits.</p> <p>Understanding of and commitment to the requirements of safeguarding vulnerable adults</p> <p>Experience of providing outreach services and structured interventions to individuals rough sleeping on the streets and in emergency shelters.</p> <p>Experience of working with clients with multiple complex needs.</p> <p>Good assessment, risk management and recovery planning skills.</p> <p>Knowledge of the issues affecting single homeless people.</p> <p>Understanding of the causes of and pathways out of homelessness.</p> <p>Knowledge of housing options, substance misuse, domestic abuse, education, training and employment advice.</p> <p>Ability to engage with clients and develop constructive working relationships.</p> <p>Good communication skills based on an empathetic approach</p> <p>Good relationship and liaison skills in working with colleagues and partners.</p> <p>Awareness of and ability to manage boundary issues involved in working with this client group.</p>	<p>Experience of tenancy sustainment.</p> <p>Experience of harm minimisation, motivational interviewing and/or solution focused working.</p>

	<p>Ability to work under pressure in a potentially stressful environment and deal with challenging behaviours and situations demonstrated by work experience.</p> <p>Ability to organise tasks and work to deadlines.</p>	
<b>Work-related Personal Requirements</b>	<p>Ability to work within set policies and procedures.</p> <p>The post holder must hold a full UK driving licence and access to own transport</p> <p>The post holder will be required to work evenings and weekend/bank holiday hours when required and may be based in the community at various hubs/offices.</p>	
<b>Other Work Requirements</b>	<p>A satisfactory enhanced Disclosure and Barring Service check</p> <p>Role models and demonstrates the Council's values and behaviours</p>	

# About the Department

The following link takes you to more information about our Department:

<https://www.bracknell-forest.gov.uk/council-and-democracy/how-council-works/council-staff-and-departments>

## Location

This position is based at Time Square

## Work Style / Parking

Your work style is "Home-Flex". This is also a primarily deskbound role but it could equally be done for part of the week from home.

For a 5:3 desk ratio this amounts to 40% of time away from a desk in the office – this may be working at home or another location or attending meetings or other activities away from a desk.

There is very restricted parking at our town centre offices. If you would like a car parking space when you start your employment with us we will send you an online form to complete. Please note there will be a charge for parking which will depend on your salary and working hours. You will receive further details from the HR department after a conditional offer has been made. To find out more information about parking at Bracknell Forest Council visit <https://www.bracknell-forest.gov.uk/roads-parking-and-transport/parking/bracknell-town-centre-parking>

Alternatively, the bus and train stations are nearby.

## Learning and Development

It is important to us that you feel confident and able to do a good job. We actively encourage all employees to take up the wide variety of learning and development available. We use a formal appraisal process and electronic training needs analyses to identify skills gaps and personal development opportunities.

As well as face to face workshops, we support coaching and mentoring opportunities, secondments, project working and access to a range of e-learning.

## Values and Behaviours

The council shares a set of values that we try to demonstrate in all that we do.

We are **Forward thinking** – we innovate, we plan, we focus on delivery.

We are **Open-minded** – we learn from what we do and are open to new ways of doing things.

We are **Respectful** of others – and treat them as we would wish to be treated ourselves.

We **Work together** as one Council, and we work together with partners and customers.

We are **Adaptable** - we embrace change, and we are flexible.

We are **Resilient** - we bounce back from setbacks and we find a way to carry on.

We are **Determined** – we have a “can do” attitude.

We show that we have these values in what we do, and how we do it.

It's important that we can learn and change; that we can find ways to solve problems; that we do the right things in the most cost-effective way; that we help to make things happen; that we are business-like in understanding risk, change and affordability; that we work well with others in a positive way.

If this sounds like the sort of people you'd like to work with, then we think we would like to work with you!

## Staff Benefits

Please visit <https://www.bracknell-forest.gov.uk/jobs/working-council>

## Terms and Conditions

Our Terms and Conditions are those of the National Joint Council for Local Government Services. The post will be offered as a temporary appointment subject to 1 month's notice on either side.

Offers of appointment are subject to right to work, satisfactory references, medical clearance and if applicable to the post, a Disclosure & Barring Service check. All employees will also be required to undertake a probationary period of 6 months. Appointment onto the permanent staff will be subject to the successful completion of this probationary period.

## Salary

The salary will be within the local Bracknell Grade G. The grade range is £28,785 - £32,878 the starting salary offered will depend on your experience.

Your salary will go up by one point in the grade each year until you reach the top of the grade.

There is also a local weighting of £609 per annum

## Car Allowance

This post carries a Casual Car User Allowance. Business miles are claimed at 45p per mile for the first 8,500 miles and 25p per mile thereafter.

## Working Hours

Although your normal working week will be 37 hours, we understand the importance of a healthy work and lifestyle balance for our staff. Our flexible working scheme will give you some flexibility in your working day.

Whether you have an appointment, are waiting for a delivery at home or wanting to go to your son or daughter's sports day – there are always occasions that arise that you don't

want to miss and just wish you could come into work late/ early. Using the flexitime system, you can take time off without using your annual leave.

Naturally we always need to maintain adequate cover – so you'll need to check the situation with your manager.

## Holidays

The annual holiday entitlement is **27** days plus bank holidays.

Annual holiday entitlement increases with length of service (**5** extra days after 3 years continuous Local Government service).

To give you extra flexibility, you have the option of buying, selling or banking annual leave. By arrangement with your manager, you can buy or bank up to 10 days or sell up to 5 days (subject to making sure your leave days do not fall below 20 days per year). Pro rata for part time staff.

## Pension

Bracknell Forest Council operates the Local Government Pension Scheme, which is a Career Average Re-evaluated Earnings (CARE) scheme, open to everyone up to the age of 75. Contributions depend on salary level, for example, a salary of £21,001 to £34,000pa contributes at 6.5%.

## More About Applying

### References

Please give the names and addresses of two people who will provide a reference. At least one should be from your current/last employer, but references from school/colleges are also acceptable. If you give a home address for a referee, please indicate which employer or school/college they represent.

For posts in contact with children/young people or adults at risk employment references will not be accepted from relatives or people writing solely in the capacity of friends. However, your referees may include someone you know with standing in the community i.e. a teacher, vicar etc.

## Working In The UK

You must be entitled to work in the UK before you can start work with us. If you have any doubt of your ability to work in the UK visit: <http://www.ukba.homeoffice.gov.uk/visas-immigration/working/>

## Positive about people with a Disability



We are a Disability Symbol User and as such have made a commitment to guarantee an interview to all applicants with a disability who meet the essential criteria of the person specification.

To help us with our commitment to this guarantee, please indicate if you have a disability on your application form.

## Equal Opportunities

We are an equal opportunities employer and are committed to providing equality of opportunity to all. Our aim is to treat all employees and prospective employees with integrity, respect and consideration.

We aim to ensure that individuals are recruited, selected, trained and promoted on the basis of ability, job requirements, skills, aptitudes and other objective criteria. In this respect we will ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, nationality, ethnic or national origin, sex, sexual orientation, religion or belief, age, marital status or disability, or is disadvantaged by conditions or requirements which are not covered by legislation or existing codes of practice.

## Medical Questionnaire

You may be asked about your physical ability to perform the job during interview. As a condition of the Offer of Employment, the successful applicant will be asked to complete an Occupational Health questionnaire from which our Occupational Health Advisor will assess your medical suitability to do the job. You may be required to attend a medical examination.

## Working with Children and Adults at Risk

Bracknell Forest Council is committed to safeguarding and promoting the welfare of children and young people/adults at risk and expects all employees, workers and volunteers to share this commitment. We will ensure that all our recruitment and selection practices reflect this commitment.

This position requires an Enhanced DBS check (formerly known as a CRB disclosure) because it involves contact with (or access to data concerning) children/young people/adults at risk. On your application form, you will need to tell us about any spent convictions, cautions, reprimands or warnings which may later appear on your DBS Certificate.

To find out more about the application process for working with children, young people and adults at risk visit <https://www.bracknell-forest.gov.uk/jobs/applying-job/applications-work-children-young-people-or-adults-risk>

The Local Safeguarding Children's Board (LSCB) has responsibility for working together to oversee the safety and well-being of children and young people in Bracknell Forest. Find out more about the LSCB at <https://www.bracknell-forest.gov.uk/health-and-social-care/keeping-adults-and-children-safe/protecting-children/safeguarding-children-board>

## What Happens Next To Your Application?

To find out more about the recruitment process please visit <https://www.bracknell-forest.gov.uk/jobs/applying-job/recruitment-process>