

## Job Description and Person Specification

### Rough Sleeper Outreach Worker

Job Details	
Grade	5
Service	Housing and Homelessness
Location	Friargate and Community
Job Evaluation Code	

Coventry City Council Values
<p>We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:</p> <p><b>Open and fair:</b> We are open, fair and transparent.</p> <p><b>Nurture and develop:</b> We encourage a culture where everyone is supported to do and be the best they can be.</p> <p><b>Engage and empower:</b> We engage with our residents and empower our employees to enable them to do the right thing.</p> <p><b>Create and innovate:</b> We embrace new ways of working to continuously improve the services we offer.</p> <p><b>Own and be accountable:</b> We work together to make the right decisions and deliver the best services for our residents.</p> <p><b>Value and respect:</b> We put diversity and inclusion at the heart of all we do.</p>

## Job Purpose

To provide support through outreach and street intervention working with support services and agencies to improve pathways for individuals who are street homeless to access and sustain suitable accommodation and maintain engagement with services.

To work as part of a team providing additional outreach capacity in order to work collaboratively with new or entrenched rough sleepers in Coventry. The outreach workers will be responsible for co-developing and monitoring support plans for rough sleepers on their caseload.

To work with an agreed case load providing intensive support that focusses on recovery.

## Main Duties & Key Accountabilities

As part of a team to provide outreach support and intervention to rough sleepers in a positive, persistent, proactive, and assertive way to secure meaningful engagement to bring about sustained and improved behavioural change/outcomes for them.

Contribute to holistic assessments of the needs of rough sleepers and contribute to the development of support plans accordingly.

Work in partnership with existing agencies including police, housing providers, benefits agency, drug and alcohol services/workers, sex worker services as well as mental health and wellbeing services.

Make referrals to external agencies to meet the needs of those service users who need/require additional input from other services.

Contribute to the regular and consistent capture of data (hard and soft) to assess progress and performance for all individual support plans.

To work with the Rough Sleeper team in establishing and implementing improved pathways for rough sleepers to exit street homelessness.

Participate in team, inter professional and inter agency meetings as required.

To work flexibly across a seven-day week to meet the needs of the service and rough sleeper, including some early mornings, evenings and weekends.

Any other duties and responsibilities within the range of the salary grade.

Key Relationships			
External:	<ul style="list-style-type: none"> <li>• CGL (Change, Grow, Live).</li> <li>• The Salvation Army.</li> <li>• Steps for Change.</li> <li>• Registered Housing Providers.</li> </ul>	Internal :	<ul style="list-style-type: none"> <li>• Housing Options.</li> <li>• Accommodation Team.</li> <li>• Adult Social Care.</li> <li>• Housing Benefit and Council Tax Teams.</li> </ul>

Standard Information
<p>Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health &amp; Safety and the City Council's Workforce Diversity and Inclusion Policies.</p> <p>Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.</p> <p><b>Training</b></p> <p>The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.</p>

Responsible for
N/A

Person Specification	
Requirements	
Knowledge	A working understanding of the issues faced by homeless people, including adults with multiple complex needs and/or no recourse to public funds.
Knowledge	Knowledge of relevant voluntary and statutory services.
Knowledge	A Basic Knowledge of housing options and homelessness legislation.
Knowledge	Understanding of the challenges and complexities faced for those who use drugs and alcohol.

Knowledge	Understanding of the challenge's women with complex needs and who are rough sleeping face.
Skills And Ability	Ability to liaise and network effectively with a range of external agencies
Skills And Ability	Good interpersonal skills including listening to and establishing empathy with individuals
Skills And Ability	Negotiating and advocacy skills
Skills And Ability	The ability to use own initiative and think creatively to find solutions to enable rough sleepers to find and sustain long term housing
Skills And Ability	Ability to communicate clearly to colleagues, partners and customers, verbally and in writing
Skills And Ability	Ability to manage a caseload
Skills And Ability	Able to deal positively with conflict and conflicting demands, and work to avoid situations escalating.
Skills And Ability	Basics ICT skills, including the use of Word, Excel and PowerPoint, Outlook and other Office 365 applications such as SharePoint
Experience	Experience in working with either rough sleepers, hard to reach groups and/or those with multiple and complex needs
Experience	Experience of carrying out needs and risk assessments
Experience	Experience of multi-agency and multi-disciplinary working
Experience	Ability to challenge appropriately – this could be related to decision making by services or customer behaviours
Qualification	Good level of literacy and numeracy as demanded by the role
Special Requirements	This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).
Special Requirements	Ability to work flexibly, including evening and weekend work
Special Requirements	Ability to be co-located with a partner organisation

Declaration			
Reviewed/Created By:	Kerri Pritchard		
Job Title:	Housing First Coordinator	Date:	May 2025