

# Job Description and Person Specification



# Job Description

<b>Job Title</b>	Rough Sleeper Outreach Support Worker
<b>Grade</b>	5
<b>Service</b>	Housing and Homelessness Service
<b>Reports to</b>	Rough Sleeping Co-ordinator
<b>Location</b>	Broadgate House
<b>Job Evaluation Code</b>	



# About Coventry City Council

**Who we are:** At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

**Our aim is simple** – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

**Our Values:** 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:



## About the Service your team will provide

### Purpose of the role / Output

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 suitable accommodation and 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 a defined agreed case load of up to 10 individuals at one time (up to 20 individuals over a year) providing intensive support that focusses on recovery

## Main Duties & Key Accountabilities

### Core Knowledge

- 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

<b>External</b> <ul style="list-style-type: none"><li>• CGL (Change, Grow, Live)</li><li>• The Salvation Army</li><li>• Steps for Change</li><li>• Crisis Skylight</li><li>• Registered Housing Providers</li></ul>	<b>Internal</b> <ul style="list-style-type: none"><li>• Housing Options</li><li>• Accommodation Team</li><li>• Adult Social Care</li></ul>
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## Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

### Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

### Training

The postholder must attend any training that is identified as mandatory to their role.

## Responsible for:

Staff managed by postholder:

N/A

## Person specification

<b>Job Evaluation Code</b>	
<b>Knowledge</b>	
A working understanding of the issues faced by homeless people, including adults with multiple complex needs and/or no recourse to public funds	
Knowledge of relevant voluntary and statutory services	
A Basic Knowledge of housing options and homelessness legislation	
Understanding of the challenges and complexities faced for those who use drugs and alcohol	
Understanding of the challenge's women with complex needs and who are rough sleeping face.	
<b>Skills and Abilities</b>	
Ability to liaise and network effectively with a range of external agencies	
Good interpersonal skills including listening to and establishing empathy with individuals	
Negotiating and advocacy skills	
The ability to use own initiative and think creatively to find solutions to enable rough sleepers to find and sustain long term housing	
Ability to communicate clearly to colleagues, partners and customers, verbally and in writing	
Ability to manage a caseload	
Able to deal positively with conflict and conflicting demands, and work to avoid situations escalating.	
Basics ICT skills, including the use of Word, Excel and PowerPoint, Outlook and other Office 365 applications such as SharePoint	
<b>Experience</b>	
Experience in working with either rough sleepers, hard to reach groups and/or those with multiple and complex needs	
Experience of carrying out needs and risk assessments	
Experience of multi-agency and multi-disciplinary working	
Ability to challenge appropriately – this could be related to decision making by services or customer behaviours	

<b>Qualifications</b>
Good level of literacy and numeracy as demanded by the role
<b>Special Requirements</b>
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).
Ability to work flexibly, including evening and weekend work
Ability to be co-located with a partner organisation

<b>Date Created</b>	November 2022	<b>Date Reviewed</b>	October 23
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