Coventry City Council

Job Description and Person Specification

Rough Sleeping Outreach Worker

Job Details	
Grade	GRD5
Service	Housing & Homelessness
Location	City Wide
Job Evaluation Code	A5543

About Coventry City Council

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:
Open and fair: We are open, fair and transparent.
Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.
Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.
Create and innovate: We embrace new ways of working to continuously improve the services we offer.
Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.
Value and respect: We put diversity and inclusion at the heart of all we do.

Job Purpose

As a Rough Sleeping Outreach Worker, you will engage directly with individuals experiencing homelessness, offering tailored support and intervention. Your role is pivotal in assessing needs, creating support plans, and collaborating with agencies to facilitate access to housing and services. You will work to improve outcomes for rough sleepers, ensuring they receive assistance to leave the streets and sustain improved living conditions.

Main Duties & Key Accountabilities

Engaging with rough sleepers positively and compassionately to foster meaningful connections and promote sustained positive change
Assessing individual needs holistically and contributing to tailored support plans for rough sleepers to improve their circumstances
Collaborating with agencies such as police, housing, and health services to form a network of support for rough sleepers
Facilitating referrals to external agencies to ensure comprehensive care and support for rough sleepers with additional needs
Recording both quantitative and qualitative data regularly to monitor the progress and effectiveness of support plans
Developing and implementing pathways alongside the Rough Sleeper team to assist individuals in transitioning away from street homelessness
Participating in team and multi-agency meetings to discuss and coordinate efforts for rough sleeper support
Demonstrating flexibility in working hours, including early mornings, evenings, and weekends, to meet the diverse needs of rough sleepers
Identifying and addressing barriers to service access for rough sleepers, working towards inclusive and equitable solutions
Maintaining a commitment to professional development and staying informed of best practices in homelessness intervention and support

Key Relationships	
External:	CGL (Substance Misuse Service), Mental Health Teams, Hostel and Accommodation Providers
Internal:	Housing Options, Accommodation Team

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.

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- attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.
- any other duties and responsibilities within the range of the salary grade.

Responsible for
No People Management Responsibilities

Person Specification				
Requirement Type	**Int**	**App**	**Ass**	**Requirement**
Knowledge				Have a comprehensive understanding of the challenges faced by homeless individuals, including those with complex needs and limited access to public funds
Knowledge				Possess knowledge of housing options, homelessness legislation, and awareness of relevant voluntary and statutory services
Skills And Ability				Be able to liaise, network, and establish partnerships effectively with a range of external agencies
Skills And Ability				Have solid interpersonal skills, including the ability to listen, empathise, negotiate, and advocate for individuals
Skills And Ability				Be able to use initiative and think creatively to find sustainable housing solutions for rough sleepers
Skills And Ability				Be able to communicate clearly and effectively with colleagues, partners, and customers, both verbally and in writing
Skills And Ability				Possess the ability to manage conflict positively and prevent escalation of situations
Skills And Ability				Have basic ICT proficiency, including the use of Word, Excel, PowerPoint, Outlook, and other Office 365 applications like SharePoint

Skills And Ability				Possess a good level of literacy and numeracy as required by the role
Skills And Ability				Be able to question decisions and behaviours appropriately when necessary
Experience				Be experienced in working with rough sleepers, hard-to-reach groups, or those with multiple and complex needs
Experience				Have experience in conducting needs and risk assessments and be adept at multi-agency and multidisciplinary collaboration