

Job Description and Person Specification

Job Title: Senior Outreach Worker: Rough Sleeper Team



Job Description

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| Job Title | Senior Outreach Worker: Rough Sleeper Team |
| Grade | Gd 6 |
| Service | Housing & Homelessness: Rough Sleeping |
| Reports to | John Toman |
| Location | Broadgate House |
| Job Evaluation Code | A5680 (Job Number) |



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

To supervise outreach staff, providing daily outreach work on the streets and in accommodation and to support rough sleepers in their accommodation move on plans.

To work intensively with individuals who are or at risk of rough sleeping or have a history of rough sleeping. Working with support services and agencies acting as conduit in an effort to improve pathways for individuals who are street homeless to access suitable accommodation and services along with supporting staff who are working with rough sleepers, now accommodated and looking at long term accommodation options.

The role provides additional outreach capacity to adopt a case management approach to working with new or entrenched rough sleepers in Coventry. The outreach workers will be responsible for developing and monitoring support plans for rough sleepers on their caseload

Main Duties & Key Accountabilities

Main Duties and Responsibilities:

- To support the Rough Sleeping Co-ordinator in establishing and implementing improved pathways for rough sleepers to exit street homelessness
- To lead a team and manage projects that enable us to support individuals into housing
- To support the outreach team to use a 'keyworker' model, work with 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
- Develop effective liaison with existing agencies including police, housing providers, benefits agency, drug and alcohol services/workers as well as mental health and wellbeing services
- Liaise with and make referrals to external agencies to meet the needs of those service users who need/ require additional input from other services
- Ensure the regular and consistent capture of data (hard and soft) to assess progress and performance for all individual support plans
- To support the Rough Sleeping Co-ordinator in establishing and implementing improved pathways for rough sleepers to exit street homelessness

- Support the implementation of appropriate IT system to support information sharing across statutory and voluntary sector agencies working with rough sleepers that will benefit the individual service user (in line with GDPR)
- Participate in team, inter professional and inter agency meetings as required.
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

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| External Housing First The Salvation Army CGL CRMC Crisis Skylight, etc | Internal Housing colleagues in Housing Solutions and Accommodation Teams |
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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:

- Aurelian Ungureanu
- Katie Molloy
- Matthew Scaife
- Azin Rahmani
- Vacant Outreach post

Person specification

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| Job Evaluation Code | A5680 |
| Knowledge | |
| <ul style="list-style-type: none"> Knowledge and understanding of the issues faced by homeless people, including adults with multiple complex needs and/or no recourse to public funds | |
| <ul style="list-style-type: none"> Knowledge of relevant voluntary and statutory services, their referral procedures and eligibility criteria | |
| <ul style="list-style-type: none"> Knowledge of housing options and homelessness legislation | |
| <ul style="list-style-type: none"> Understanding of Immigration law (particularly EU) law in relation to homelessness | |
| Skills and Abilities | |
| <ul style="list-style-type: none"> Ability to effectively lead teams and manage individuals | |
| <ul style="list-style-type: none"> Ability to liaise and network effectively with a range of external agencies | |
| <ul style="list-style-type: none"> Excellent interpersonal skills including the listening to and establishing empathy with local communities | |
| <ul style="list-style-type: none"> Excellent negotiating and advocacy skills | |
| <ul style="list-style-type: none"> Proven ability to use own initiative and think creatively in finding solutions to enable rough sleepers to find and sustain long term housing | |
| <ul style="list-style-type: none"> Ability to communicate clearly to staff, partners and customers, verbally and in writing | |
| <ul style="list-style-type: none"> Proven ability to prioritise, organise and manage complex workloads | |
| <ul style="list-style-type: none"> Able to deal positively with conflict and conflicting demands, and work to avoid situations escalating. | |
| <ul style="list-style-type: none"> Well-developed ICT skills, including the use of Word, Excel and PowerPoint, Outlook and other Office 365 applications such as SharePoint | |
| Experience | |
| <ul style="list-style-type: none"> Experience in working with either rough sleepers, hard to reach groups and/or those with multiple and complex needs | |
| <ul style="list-style-type: none"> Experience of being in a leadership role or capacity (professional or personal) | |
| <ul style="list-style-type: none"> Experience of carrying out needs and risk assessments | |
| <ul style="list-style-type: none"> Experience of multi-agency and multi-disciplinary working | |

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| <ul style="list-style-type: none"> • Ability to challenge appropriately – this could be related to decision making by services or customer behaviours |
| <ul style="list-style-type: none"> • Good level of literacy and numeracy as demanded by the role |
| Qualifications |
| <ul style="list-style-type: none"> • None applicable |
| Special Requirements |
| <ul style="list-style-type: none"> • This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment. • Ability to work flexibly, including evening and weekend work • Ability to be co-located with a partner organisation |

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| Date Created | 18/05/2023 | Date Reviewed | |
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