Coventry City Council

Job Description and Person Specification

Snr Outreach Worker (Stabilisation Centre)

Job Details	
Grade	GRD6
Service	Housing & Homelessness
Location	City Wide
Job Evaluation Code	A6282

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

To support the Rough Sleeping Manager by developing and applying enhanced and individualised routes for individuals to plan their future and transition away from street homelessness by coordinating efforts across multiple services, while compiling qualitative and quantitative data.

To support people experiencing or with a history of rough sleeping/ poor health, to plan their future, collaborating with services to enhance access to housing and support. focusing on long-term housing solutions.

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Main Duties & Key Accountabilities
Supporting the coordination of multiple partnerships both strategically and in daily operations, to intensely support people to stabilise and plan long term, in an HMO style setting.
Supporting health & housing partners to collaborate on housing journey plans through effective partnerships for individuals who have experienced homelessness.
Using motivational conversation tools a& techniques to support people to find their own solutions.
Establishing effective collaboration with current organisations, including law enforcement, housing services, welfare agencies, substance misuse programmes, and mental health and wellbeing providers.
Collaborating with external agencies ensures the needs of service users requiring additional support from other services are effectively addressed.
Ensuring the regular and consistent collection of quantitative and qualitative data to evaluate progress and performance for all individual support plans.
Supporting the development and implementation of enhanced pathways to help rough sleepers transition away from street homelessness.
Implementing suitable IT systems to facilitate information sharing among statutory and voluntary sector agencies collaborating with rough sleepers while ensuring GDPR compliance.

Key Relationships	
External:	Mental and Physical Health Support Services, Voluntary Sector Organisations, Hostel Providers, Accommodation Providers, Drug & Alcohol Support Services, & Migrant Centre
Internal:	Housing colleagues in Housing Solutions and Accommodation Teams & Migration 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. ● 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				Knowledge and understanding of the issues faced by homeless people, including adults with multiple complex needs.
Knowledge				Knowledge of local authority Housing Options/Solutions teams and homelessness legislation
Skills And Ability				Ability to effectively lead projects and groups
Skills And Ability				Excellent interpersonal skills including the listening and negotiating skills
Skills And Ability				Well-developed 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, those who are Non-UK Nationals, hard to reach groups and/or those with multiple and complex needs
Experience				Experience of managing projects
Experience				Experience of being in a leadership role or capacity (professional or personal)
Experience				Experience of carrying out needs and risk assessments
Qualification				A good standard of general education including a general certificate of secondary education in Mathematics and English at Grade 4 or above
Special Requirements				This position is exempt under the Rehabilitation of

				Offenders Act 1974 and is conditional upon receiving satisfactory police record checks through the DBS.
Special Requirements				Ability to work flexibly, including some evening and weekend work