



## Job Description and Person Specification

### Snr Accommodation Worker (RSOT)

Job Details	
Grade	GRD6
Service	Housing & Homelessness
Location	City Wide
Job Evaluation Code	A5680

#### 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 oversee outreach staff delivering accommodation-based support while assisting individuals with plans to transition from rough sleeping. The role involves working intensively with individuals at risk of or with a history of rough sleeping. It requires collaboration with services and agencies to improve pathways to suitable accommodation and support. Staff are supported in their work with rough sleepers, including those recently housed and seeking long-term housing. Outreach workers develop and monitor support plans for individuals on their caseload.

#### Main Duties & Key Accountabilities

Supporting the Rough Sleeping Co-ordinator by developing and applying enhanced routes for rough sleepers to transition away from street homelessness.

Leading a team while overseeing projects designed to provide support for individuals transitioning into stable housing solutions.
Supporting the outreach team by utilising a 'keyworker' approach, engaging with rough sleepers positively and proactively to achieve meaningful and lasting behavioural improvements.
Supporting the outreach team by applying a 'keyworker' model, engaging directly with identified rough sleepers to promote meaningful interaction and sustained behavioural improvements.
Establishing productive collaboration with current organisations, including law enforcement, housing services, benefits agencies, addiction support workers, and mental health and wellbeing providers.
Collaborating with external organisations to provide referrals that address the needs of individuals requiring additional support from specialised services.
Ensuring the regular and consistent collection of quantitative and qualitative data to evaluate progress and outcomes for all individual support plans.
Supporting the Rough Sleeping Co-ordinator in developing and applying enhanced processes for individuals experiencing street homelessness to transition to stable housing.
Supporting the deployment of suitable IT systems to enable information sharing among statutory and voluntary sector organisations working with rough sleepers. Ensuring compliance with GDPR regulations to benefit service users.

Key Relationships	
External:	Hostel Providers, Accommodation Providers, Drug & Alcohol Support Services, Mental and Physical Health Support Services
Internal:	Housing colleagues in Housing Solutions and Accommodation Teams Migration Team Adult Social Care

Standard Information
<p>Post holders will be accountable for</p> <ul style="list-style-type: none"> <li>• 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. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.</li> <li>• attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.</li> <li>• any other duties and responsibilities within the range of the salary grade.</li> </ul>

## Responsible for

Rough Sleeping Outreach Worker x 4

## Person Specification

Requirements	
Knowledge	Knowledge and 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, their referral procedures and eligibility criteria
	Knowledge of housing options and homelessness legislation
Skills And Ability	Ability to effectively lead teams and manage individuals
	Excellent interpersonal skills including excellent listening & negotiation skills
	Proven ability to use own initiative and think creatively in finding solutions to enable rough sleepers to find and sustain long term housing
	Ability to communicate clearly to staff, partners and customers, verbally and in writing
	Able to deal positively with conflict and conflicting demands, and work to avoid situations escalating.
Experience	Experience in working with either rough sleepers, hard to reach groups and/or those with multiple and complex needs
	Experience of being in a leadership role or capacity (professional or personal)
Qualification	Good level of literacy and numeracy as demanded by the role
Special Requirements	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

