



Coventry City Council

Job Description

Job Title:	Rough Sleeper Support Worker (Accommodation / ex Offender)	Job Number:	Y5824D
Service:	Housing and Homelessness Service	Grade:	5
Location:	Broadgate House		

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.

Job Purpose:

To provide support to those with a history of rough sleeping as part of the wider Rough sleeping interventions by working with support services and agencies to improve and sustain pathways for individuals who are street homeless/ history of street homelessness/ at risk of street homelessness or leaving prison to access and sustain suitable accommodation and services.

To work as part of a team providing additional support and collaboratively with new or entrenched rough sleepers in Coventry.

Main Duties and Responsibilities:

- To provide support and intervention to those with a history of street homelessness/ at risk of street homelessness or leaving prison in accessing and sustaining accommodation 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 those with a history of street homelessness/ at risk of street homelessness or leaving prison and develop support plans accordingly
- Work in partnership with existing agencies including police, housing providers, benefits agency, drug and alcohol services/workers 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.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required: -

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

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

Responsible for: N/A

Responsible to: Rough Sleeping Co-ordinator

Date Reviewed:

Updated: July 2021



Coventry City Council

Person Specification

Job Title:	Rough Sleeper Outreach support Worker	Job Number:	Y5824D
Service:	Housing Options / Homelessness Service	Grade:	G5
Location:	Broadgate House		

Area	Description
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Knowledge:	<ul style="list-style-type: none"> A working 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
	<ul style="list-style-type: none"> A Basic Knowledge of housing options and homelessness legislation
	<ul style="list-style-type: none"> Understanding of Immigration law (particularly EU) law in relation to homelessness- only for navigator post

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Skills and Abilities:	<ul style="list-style-type: none"> Ability to liaise and network effectively with a range of external agencies
	<ul style="list-style-type: none"> Good interpersonal skills including listening to and establishing empathy with individuals
	<ul style="list-style-type: none"> Negotiating and advocacy skills
	<ul style="list-style-type: none"> The ability to use own initiative and think creatively to find solutions to enable rough sleepers to find and sustain long term housing
	<ul style="list-style-type: none"> Ability to communicate clearly to colleagues, partners and customers, verbally and in writing
	<ul style="list-style-type: none"> Ability to manage a caseload
	<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"> Basic 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 carrying out needs and risk assessments
	<ul style="list-style-type: none"> Experience of multi-agency and multi-disciplinary working
	<ul style="list-style-type: none"> Ability to challenge appropriately – this could be related to decision making by services or customer behaviours

Educational:	<ul style="list-style-type: none"> Good level of literacy and numeracy as demanded by the role
	<ul style="list-style-type: none">

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Special Requirements:	<ul style="list-style-type: none">• 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
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Date Reviewed:

Updated: July 2021