



Coventry City Council

## Job Description

<b>Job Title:</b>	Rough Sleeper Outreach Support Worker Rough sleeper navigator	<b>Job Number:</b>	
<b>Service:</b>	Housing and Homelessness Service	<b>Grade:</b>	G5
<b>Location:</b>	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 through outreach and street intervention working with support services and agencies to improve pathways for women who are street homeless to access suitable accommodation and services.

To work as part of a team providing additional outreach capacity in order to work collaboratively with new or entrenched rough sleepers in Coventry. The outreach workers will be responsible for co-developing and monitoring support plans for rough sleepers on their caseload.

To work with a defined agreed case load of up to 10 individuals at any one time (up to 20 individuals over a year) providing intensive support that focusses on recovery.

### Main Duties and Responsibilities:

- As part of a team to provide outreach support and intervention to 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
- Contribute to holistic assessments of the needs of rough sleepers and contribute to the development of support plans accordingly
- Work in partnership with existing agencies including police, housing providers, benefits agency, drug and alcohol services/workers, sex worker services 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:** Senior Rough Sleeping Outreach Worker- Complex Needs

**Date Reviewed:**

**Updated:** July 2021



Coventry City Council

## Person Specification

<b>Job Title:</b>	Rough Sleeper Outreach Support Worker- Complex Women's Navigator	<b>Job Number:</b>	
<b>Service:</b>	Housing and Homelessness	<b>Grade:</b>	G5
<b>Location:</b>	Broadgate House		

Area	Description
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<b>Knowledge:</b>	<ul style="list-style-type: none"> <li>Understanding of the challenge's women with complex needs and who are rough sleeping face.</li> <li>A working understanding of the issues faced by homeless people, including adults with multiple complex needs and/or no recourse to public funds</li> <li>Knowledge of relevant voluntary and statutory services</li> </ul>
	<ul style="list-style-type: none"> <li>A Basic Knowledge of housing options and homelessness legislation</li> <li>Understanding of the challenges and complexities faced for those who use drugs and alcohol</li> </ul>

<b>Skills and Abilities:</b>	<ul style="list-style-type: none"> <li>Ability to liaise and network effectively with a range of external agencies</li> <li>Good interpersonal skills including listening to and establishing empathy with individuals</li> <li>Negotiating and advocacy skills</li> <li>The ability to use own initiative and think creatively to find solutions to enable rough sleepers to find and sustain long term housing</li> <li>Ability to communicate clearly to colleagues, partners and customers, verbally and in writing</li> <li>Ability to manage a caseload</li> <li>Able to deal positively with conflict and conflicting demands, and work to avoid situations escalating.</li> <li>Basics ICT skills, including the use of Word, Excel and PowerPoint, Outlook and other Office 365 applications such as SharePoint</li> </ul>

<b>Experience:</b>	<ul style="list-style-type: none"> <li>Experience in working with either rough sleepers, hard to reach groups and/or those with multiple and complex needs</li> <li>Experience of carrying out needs and risk assessments</li> <li>Experience of multi-agency and multi-disciplinary working</li> <li>Ability to challenge appropriately – this could be related to decision making by services or customer behaviours</li> </ul>

<b>Educational:</b>	<ul style="list-style-type: none"> <li>Good level of literacy and numeracy as demanded by the role</li> </ul>
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<b>Special Requirements:</b>	<ul style="list-style-type: none"><li>• 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).</li><li>• Ability to work flexibly, including evening and weekend work</li><li>• Ability to be co-located with a partner organisation</li></ul>
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**Date Reviewed:**

**Updated:** July 2021