

## ROLE PROFILE

<b>Role Title:</b>	Rough Sleepers Outreach Worker
<b>Department:</b>	Supported Living
<b>Role Purpose:</b>	<p>The purpose of the role is to seek and actively engage with rough sleepers and people at risk of sleeping rough via street outreach.</p> <p>The team deal with a diverse range of support needs and the challenges can change each day. This is a very rewarding role as it aims to support the most vulnerable customers to access secure suitable accommodation and meet their immediate needs.</p> <p>You will need to be able to demonstrate knowledge and skills of working with this customer group and carrying out risk and needs assessments.</p>
<b>Reporting to:</b>	Team Leader
<b>Responsible for:</b>	None
<b>Disclosure level:</b>	<i>Enhanced DBS required</i>
<b>Role Level:</b>	<u>Frontline Worker</u>

<b>Key Role Responsibilities</b>	<p>Main responsibilities:</p> <p>To seek out and initiate contact with rough sleepers in Birmingham through early and late street outreach, in partnership with other agencies, drop-in sessions at designated locations and other appropriate settings as identified.</p> <p>To engage individuals and establish a positive working relationship as well as promoting effective communication for and about individuals.</p> <p>To undertake a full assessment of need and risk for rough sleepers engaging with the service.</p> <p>To promote choice, wellbeing and the protection of customers.</p> <p>To work in line with Birmingham City Council's Homelessness Strategy and Supporting People agenda.</p> <p>To offer guidance, support and advice to customers on ways in which substance use and activities affected by it can be practised more safely.</p>
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	<p>To support customers in reducing substance use and provide information on different forms of substance and their likely effect.</p> <p>To actively encourage vulnerable persons to move into appropriate accommodation and provide practical, emotional and cognitive support to enable them to do this.</p> <p>To identify the barriers of accommodation for rough sleepers and to engage with them individually to overcome these barriers.</p> <p>To establish an effective referral process to all appropriate forms of accommodation for the customer group.</p> <p>To liaise with specialist agencies in the city to enable rough sleepers to access those services, e.g. counselling, alcohol, drug, health, sexual identity, legal support etc. and to support service users with this access as appropriate.</p> <p>Advocate for the customer group in accessing all services, including reconciliation work with agencies if required.</p> <p>Establish regular contact with other agencies, community, voluntary and statutory to ensure effective outreach.</p> <p>Assist with the practical arrangements for moves into permanent accommodation coordinated with any other agency involved.</p> <p>Maintain contact, either directly or via other workers, to ensure that customers are supported appropriately through to the point of tenancy support, referral into another support process or continue to provide tenancy support at the direction of the Team Leader.</p> <p>To assist with identifying and accessing alternative meaningful day activities.</p> <p>To work within a multi-agency approach with colleagues from other agencies and areas to provide a full range of services to rough sleepers and vulnerable persons.</p> <p>Monitoring, Statistics and Files:</p> <p>To establish a clear and comprehensive profile of the numbers and needs of rough sleepers in Birmingham.</p>
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	<p>To keep written records of all work, ensuring accuracy and accessibility in line with Supporting People requirements.</p> <p>To maintain accurate and full case files on individuals worked with.</p> <p>To ensure that reporting deadlines are met.</p> <p>Other responsibilities:</p> <p>To ensure work is aimed at meeting targets and contractual requirements of Supporting People.</p> <p>To undertake and participate constructively in induction, regular supervision, Midland Heart's Learning and Development process and relevant training.</p> <p>To help Midland Heart develop and disseminate a model of good practice for street outreach.</p> <p>To organise and participate in street counts as appropriate.</p> <p>To deliver presentations at training and other events as required.</p> <p>To promote appropriate customer involvement in the delivery of the service and ensure that customer views are heard and responded to appropriately.</p> <p>General Requirements:</p> <p>To be responsible for the health, safety and welfare of yourself and others at work.</p> <p>Promote and uphold Midland Heart's policy in relation to service users, staff and business information.</p> <p>To be responsible for the health, safety and welfare of yourself and others at work and to undertake the health and safety duties outlined in the Midland Heart Health and Safety Policy commensurate with this position.</p>
<b>Education, Qualifications and Training</b>	English and Maths GCSE or equivalent qualifications.

<b>Knowledge and Experience</b>	<p>Ability to demonstrate an understanding of issues related to vulnerable client groups.</p> <p>An understanding of the causes of homelessness and how these can be addressed.</p> <p>An insight into managing challenging situations, including customers who exhibit anti-social behaviour.</p> <p>An understanding of the importance of confidentiality.</p> <p>Basic awareness of Health and Safety.</p> <p>Experience of working with a vulnerable customer group.</p> <p>Some experience of effective face-to-face communication with a variety of people in different scenarios/circumstances - providing quality customer service.</p>
<b>Role Specific Skills &amp; Behaviours</b>	<p>Skills:</p> <p>Good written and verbal communication skills.</p> <p>Literacy and numeracy skills.</p> <p>Good interpersonal skills and the ability to interview and assess customers.</p> <p>Good IT skills</p> <p>Ability to drive</p> <p>Behaviours:</p> <p>Ability to work flexible shifts, including early, late and some weekend shifts and responsive to the changing needs of the service.</p> <p>Demonstrate good understanding of own motivation and a keen interest in working with people with complex needs, substance abuse, mental health issues, domestic violence other related issues.</p> <p>Demonstrate an ability to provide an honest, respectful and non-judgmental approach to others and deal with people in an assertive, fair and consistent manner.</p> <p>Have the capacity to understand and maintain professional relationships with customers and follow relevant guidelines.</p> <p>An ability to work as part of a team, work alone and take direction from a supervisor.</p> <p>An ability to use own initiative, including taking responsibility for own learning.</p> <p>An ability to prioritise and make decisions.</p>

	<p>Demonstrate a personal drive and determination to achieve best possible outcomes for self, customers and organisation.</p> <p>Have an understanding of and commitment to the principles of equality and diversity.</p>
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