

Job Description

Job title	Outreach Officer
Directorate	PLACE : Regeneration, Culture and Environment
Division	Housing strategy and partnership
Range	MPR 3
Reports to	Outreach Team Leader

Main purpose of the job:

To provide a supportive outreach response to rough sleepers. You will be responsible for conducting outreach work across Medway to verify, engage and support rough sleepers. You will have experience in dealing with rough sleepers with multiple needs and able to work with challenging behaviour.

To follow up individuals sleeping rough and liaise with partner agencies to deliver multi-agency service and interventions, within Medway.

To be able to adapt working practises to work with vulnerable people both on the streets and within accommodation.

To carry a case load of clients, ensuring they are effectively supported, and this is followed up with effective casework management including client centred support plans, risk assessments and needs assessments.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

Advocacy: Representing the needs of the rough sleeping community.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

Documentation: Maintaining accurate case notes and completing monitoring paperwork.

To complete risk assessments and support plans for clients, ensuring they are clients focused. To ensure they are kept up to date and within the time frame by using data systems.

To support rough sleepers in completing a housing options assessments and assisting with providing relevant documentation.

To participate in early morning outreach and approach rough sleepers and complete initial paperwork.

Promoting individual aspirations, enhance independence and wellbeing, and maximise autonomy by supporting people to live their lives in the way that they choose

To attend MDT and complex needs meetings, as appropriate

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Organisation:

This role reports to the Outreach Team Leader

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

MOBILE - will have a designated base but are generally working out in the field. They will only come into office space for meetings or touchdown. They are often not constrained to normal core working hours.

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- A good standard of general education. (GCSE Grade A* - C) including Maths and English or

Equivalent housing qualification at Level 2

Level B (in addition to level A criteria)

- Completion of role specific training as identified during Performance Appraisal Review

Level C (in addition to levels A and B)

Completion of role specific training as identified during Performance Appraisal Review

Knowledge

Level A

- Understanding of the needs and challenges facing people who are or have been homeless, including trauma; addiction, mental and physical health; exclusion and multiple disadvantages.
- Understanding of the causes of homelessness and social exclusion and approaches which seek to address this.
- Understanding the impact of rough sleeping on individuals' health and wellbeing and the disadvantages and barriers experienced because of sleeping rough
- Understanding of outreach, accommodation projects and services that can help vulnerable people.
- Knowledge of safeguarding children and vulnerable adults' procedures as it affects the role
- Understanding of welfare benefits and associated challenges faced by those sleeping rough
- Knowledge and understanding of health and safety, lone working, safeguarding and confidentiality.
- Understanding of Data Protection, customer confidentiality and information sharing as it relates to this role

Level B (in addition to level A criteria)

- Knowledge of the housing options and best practice available to relieve and prevent homelessness
- Knowledge of best practices and initiatives on preventing rough sleeping
- Knowledge of the Welfare Benefits system and issues around entrenched rough sleeping and EEA nationals
- Drug and alcohol awareness and harm minimisation advice

Level C (in addition to levels A and B)

- Knowledge of housing and homelessness legislation such as the Housing Act 1996; Homelessness Code of Guidance; and Homelessness Reduction Act 2017
 - Knowledge of local social, justice and healthcare services and an ability to navigate systems and pathways into services
 - Good knowledge of the Settled Status application process for EEA nationals
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Experience

Level A

- At least 12 months' experience within a homelessness prevention service for single vulnerable adults
- Experience of working with single homeless adults and/or those affected by rough sleeping and people facing multiple disadvantages.
- Experience of using case work management systems and key-working support to ensure outcomes are met.
- Experience of completing Needs & Risk Assessment and Support Planning which empowers service users and maximises the independence of people with complex needs Experience of working collaboratively, communicating effectively and building strong relationships with partner organisations
- Experience of 1:1 support work relating to vulnerable people
- Experience of using/inputting on to various Management Information Systems.

Level B (in addition to level A criteria)

- Experience of working in an outreach setting
- Experience of managing clients in crisis or challenging behaviour.
- Experience of advocating on customer's behalf with other statutory and voluntary agencies and members of the public
- Experience of case management and delivering case-coordination in a multiagency
- Experience of working with homelessness individuals with mental health and/dual diagnosis

Level C (in addition to levels A and B)

- At least 2 years' experience with evidencable successful outcomes with rough sleepers
- Demonstrable experience of initiating, building relationships with and working positively in partnership with a range of statutory and voluntary agencies.
- Experience of Safeguarding, Safety planning, Domestic Abuse and Sexual Exploitation
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Skills

Level A

- Ability to deliver assertive outreach service to rough sleepers and street homelessness throughout Medway.
- To undertake work out of hours including weekends and evenings.
- To work in collaboration and partnership with stakeholders to investigate areas of known and new rough sleeping.
- Contact those individuals sleeping rough, promoting and encouraging their engagement with support services and options To maintain accurate records detailing the rough sleeping cohort, including updating the centralised referral list.
- for accessing accommodation.
- To attend weekly operational meetings, focusing on the high profile, high-risk cases.
- Ability to provide a multi-agency response and communicate information between all agencies to reduce rough sleeping and increase access to support services.
- To support the delivery of the Severe Weather Emergency Protocol in accordance with local policy and national guidance.
- Facilitating the re-connection of individuals with the areas in which they are from.
- To ensure lone working policies and procedures are always followed.
- Employ an empathetic and non-judgemental attitude towards service users.

Competent user of standard ICT packages, e.g. Word, Excel, Outlook and PowerPoint

Level B (in addition to level A criteria)

- Excellent teamwork and interpersonal skills, maintaining a highly cooperative approach to supporting colleagues and partners in achieving desired outcomes for service users.
- Ability to keep abreast of relevant professional developments and regulation.
- Ability to present complex information and reports in a concise and clear manner both orally and in writing.

Ability to identify and mitigate of health and safety resulting from delivering a service to rough sleepers and people with complex needs

Level C (in addition to levels A and B)

- Ability to identify people's strengths and understand the impact of events in life on the individuals presenting behaviour (i.e., Severe Multiple Disadvantage)

- Strong influencing and stakeholder management skills and the ability to build relationships at all levels
- Proven ability in brokering and leading complex, high level partnerships internally and externally