

## **Rough Sleeper Outreach Team Coordinator**

### **JOB DESCRIPTION**

**Post:** Outreach Team Coordinator

**Reporting to:** Operations Manager

**Line Management Responsibility:** Outreach Team

**Hours per week:** 24.5 Hours weekly, times to be agreed- Most hours will fall in the working day, but early mornings, evenings, weekends and bank holiday working will, at times, be necessary to ensure continuity of service.

**Contract Term:** Temporary contract, running to 31<sup>st</sup> March 2020, with the possibility of extension depending on funding

**Salary Scale:** £26,596 Pro rata

**Application:** Please submit your application to [recruitment@chesshomeless](mailto:recruitment@chesshomeless) by 9am, 25th April 2019

### **Overall purpose of the job**

CHESS have funding to extend their outreach services to provide support in order to prevent and relieve rough sleeping in Mid-Essex.

Successful applicants will work to develop CHESS outreach services to deliver a quick response wrap-around service of support and assistance to referrals to rough sleepers and those at risk of rough sleeping to assess needs and facilitate their uptake of homelessness provisions, engagement with specialist support services and journey to independent living.

### **Roles and Responsibilities**

- Development of the CHESS Outreach services in-line with the funding requirements, working with existing processes and developing new ones where necessary in conjunction with the Senior Management Team
- Developing and management of a team including outreach staff and volunteers to provide wrap around outreach services to Rough Sleepers and those at risk of rough sleeping
- Ensuring funding related targets are met and data captured adequately
- Compilation of data; Monthly reporting and formulation of stats as required by the management team
- Liaising with external stakeholders and funder
- Ensuring timely responses to referrals
- Ensuring quality of service and adherence to policies and procedures
- Maintaining and developing systems for data capture
- Communicating and working in partnership with Client Support Senior Manager to ensure joined up service for clients
- Outreach staff duties as necessary to ensure smooth delivery of service
- Cover of sick and A/L of other Outreach Team members, where necessary
- CHESS is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all employees and volunteers to share this commitment

This job description is a general outline of the duties and responsibilities of the post holder and may be amended by CHESS Homeless as the service develops and the expectations of the role

change. The post holder may be required to undertake other duties as may reasonably be required from time to time.

## **PERSON SPECIFICATION**

### **Experience**

#### **Essential-**

- Experience in managing and developing a service-based project.
- Experience in taking client risk and needs assessments
- Experience in preparing support plans and writing accurate support notes
- Experience of using Microsoft Office products (Word, Excel and Outlook in particular)
- Accurate recording of data and reporting
- Good verbal and written communication skills
- Building relationships with external stakeholders and partnership working
- Management experience with the ability to give clear direction and instruction to the team and individuals working within it.
- Recruitment and management of volunteers to bolster service provision

#### **Desirable-**

- Experience of working with a client database
- Experience of charity working and homelessness in particular

### **Knowledge**

#### **Essential-**

- Knowledge of private housing market
- Knowledge of the benefit system
- Knowledge of the needs and issues contributing to homelessness and other services available to help address their issues
- Strong knowledge and experience of maintaining professional boundaries and importance of working with policies and procedures
- Data management and confidentiality
- Safeguarding

### **Personal Attributes**

#### **Essential-**

- Solution focused with a proactive attitude
- Able to work as a team under direction, whilst being self-motivated and self-disciplined
- Focus on achieving results for our clients
- High level of persuasive and negotiating skills and ability to communicate with people of all levels
- Tenacity and an innovative attitude
- Confidential

### **Other Requirements**

#### **Essential-**

- Time Flexibility to be able to cover team absences- A/L and sickness
- Due to the nature of the charity and the possibility of the applicant working with vulnerable people, this role is subject to the satisfactory completion of a DBS check (Disclosure)
- Full current driving licence – In order to drive charity vehicles

- Ability to lift – In order to assist with room clearing and moves