

Rough Sleeper Outreach Worker- Full Time JOB DESCRIPTION

Post: Rough Sleeper Outreach Worker

Reporting to: Outreach Co-ordinator

Line Management Responsibility: Volunteer on Duty, if applicable

Hours per week: 37.5 Hours weekly, hours to be confirmed, but will be worked mainly Monday to Friday and mostly within office hours, but evening, weekend and bank holiday working will, at times, be necessary to respond quickly to referrals to the Outreach Service.

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

Salary Scale: £23,000

Application: Please submit your application to 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 as part of a developing team 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.

Main Duties and Responsibilities

- Outreach Trips to visit Rough Sleepers- Epping, Maldon, Chelmsford and Braintree and surrounding areas
- Rough Sleeping Interventions; needs and risk assessments, support and signposting to specialist organisations
- Provide transport where necessary to Rough Sleepers, to enable them to access the assessment and support services at the night shelter
- Rough Sleeping Prevention needs and risk assessments, support and signposting for to at-risk individuals
- Assisting with moving Rough Sleepers, or those at risk of rough sleeping into emergency night shelter/permanent accommodation
- Intensive support of clients brought into the Night Shelter emergency accommodation, providing wrap around support, assessments and referrals
- Work with the existing support team in the night-shelter and move-on accommodation to deliver a seamless service to the Homeless
- Build relationships with prisons, hospitals and other institutions and work with them to prevent rough sleeping
- Landlord Recruitment/ Retention
- Attend Monthly Housing Meetings/ Task and targeting meetings in local authority areas as required by the project coordinator
- Support Planning and updating of all data on systems - Spreadsheets/CRM
- Attendance at client meetings with other agencies
- Liaising and planning with other agencies
- Research and admin as necessary to progress the Outreach services
- Facilitate moves, cleaning and preparation of rooms for Outreach clients

- Move on house visits/ house checks
- Pre-admission checks for the night shelter
- 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 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)
- Accurate recording of data and reporting
- Good verbal and written communication skills
- Building relationships with external stakeholders and partnership working

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
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Other Requirements

Essential-

- Time Flexibility

- 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