

Rough Sleeper Outreach Worker – Part Time

JOB DESCRIPTION

Post: Part-Time Outreach Worker

Reporting to: Outreach Coordinator

Line Management Responsibility: Volunteer on Duty, if applicable

Hours per week: 16-20 hours weekly – working late evenings or early mornings.

Weekend/bank holiday working is an integral part of the role 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

Application: Please submit your application to recruitment@chesshomeless by 9am, 25th April 2019

Salary Scale: £23,000 pro rata

Overall purpose of the job

CHES 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

- Quick response to Street Link referrals to visit Rough Sleepers- Epping, Maldon, Chelmsford and Braintree and surrounding areas
- Rough Sleeping Interventions; needs and risk assessments, support and referrals 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
- Support Planning and updating of all data on systems - Spreadsheets/CRM
- Intensive and speedy assessment of clients brought into the Night Shelter emergency accommodation, providing wrap around support and referrals
- Attendance at client meetings with other agencies, where required
- Liaising and support planning with other agencies
- Build and relationships with external stakeholders
- Research and admin as necessary to progress the Outreach services
- Facilitate moves, cleaning and preparation of rooms for CHES clients
- Work with the existing support team in the night-shelter and move-on accommodation to deliver a seamless service to the Homeless
- 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

This job description is a general outline of the duties and responsibilities of the post holder and may be amended by CHES 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
- Ability to work as part of a team, under direction
- Experience of using Microsoft Office products (Word, Excel and Outlook)
- Accurate recording of data and reporting
- Good verbal and written communication skills

Desirable-

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

Knowledge

Essential-

- Knowledge of the needs and issues contributing to homelessness and help that is available
- 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 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
- Ability to lift – In order to assist with room clearing and moves