Job Description

Job Title: Rough Sleeper Outreach Worker

Reporting to: Rough Sleeper Co-Ordinator

Location: Central Bedfordshire

Salary: £18,430-£22,309 Pro Rata

Working Hours: 18.5hrs per week

Key internal relations: Area Manager; SMART On Call Manager; Frontline staff from SMART Prebend, King’s Arms, Signposts and Open Doors. Administrators and volunteers. Mental Health Crisis Intervention Workers.

Key external relations: Service Users; Families; Local Councils; Housing Providers; Other homeless project; GP’s and other health care professional; Partner Organisations; Community service providers; Mental Health Services; Drug and Alcohol Services.

Background:

SMART has been delivering services to service users with Complex Needs across the Thames Valley since 1996. Our innovative projects are designed to support recovery and reintegration into local communities, build confidence, self-esteem, develop skills and build recovery capital.

SMART strives to develop individuals in an environment that is respectful, professional and open, with both personal and professional development being central to our culture.

Main Purpose of the Job

To provide the rough sleepers outreach services within the Bedfordshire Sustainability and Transformation Plan area. Delivering direct rough sleeper outreach support and Assessments in the Hubs and working with the Mental Health Crisis Intervention workers to provide the best outcomes for service users.
Main Duties and Responsibilities:

- Identify rough sleepers and build a rapport and promote the well-being of clients
- Managing the referral system, ensure service users can access support rapidly
- Carrying out assessments, identifying priorities and ongoing need, including establishing local connections and reconnection needs
- Ensuring risk assessments, support plans and outcomes are flexible, updated regularly and made on an individual case-by-case basis.
- Complete Mental Health Screening and refer to the Mental Health Crisis Intervention Workers
- Providing support to service users accessing the Hub, delivering information and advice
- Provide robust signposting service with referrals to relevant agencies
- Establishing strong working relationships with Service Users and providing case management for all rough sleepers engaging;
- Providing evidence based interventions to meet individual needs (e.g. extended brief interventions, motivational interviewing)
- Ensure that the appropriate service user paperwork is completed accurately and within guidelines and systems; data is submitted within agreed timescales and all records are accurate and up to date
- Support service users in securing accommodation
- Supporting and encouraging clients in building links with support organisations, such as Housing Associations, Social Services, drug and alcohol agencies.
- Respond to Street Link Referrals
- Supporting service users in securing and sustaining accommodation – rent payments, utilities, neighbour disputes, budgeting, reporting repairs, dealing with
- Enabling access to specialist support and mainstream services such as education, leisure, culturally specific services, employment opportunities, etc.
- Attending all relevant meetings and trainings as agreed with your line manager. This will particularly include the CHIP (town-wide rough sleeper committee) where the post holder will have a key role.
- Supporting service users in maximising and maintaining income.
- Liaising and advocating on service users’ behalf with others such as landlords, social services and accommodation providers.
- Providing crisis intervention support including responding to risk such as eviction, anti-social behaviour, loss of amenities, etc.
• Sharing good practice with colleagues in support of the continuous improvement of the service.

**Service Support**

• Assuming a lead role in an area as directed by the Service Manager (e.g Outreach / Assessment Lead)
• Share relevant and appropriate information within a multi-disciplinary team, to ensure continuity of care. This includes the attending and contributing to multi-agency care coordination meetings e.g Leighton Buzzard Street Drinkers group
• Make appropriate referrals to other agencies as appropriate
• Carry out duties of the post in accordance with SMART’s diversity and equal opportunities policy.

**Other**

• To keep abreast of new developments in the field
• To participate in SMART’s performance management processes
• To carry out any other duties and responsibilities as required in line with operational needs
• Sharing good practice with colleagues in support of the continuous improvement of the service.

This job description will be supplemented by annual objectives which will be developed in conjunction with the post holder. It will be subject to regular review and SMART reserves the right to amend or add to the duties listed above.

**Person Specification**

Recovery Support Worker
Listed below is the specification checklist which is used to shortlist candidates for this post. Evidencing your ability to meet criteria will be demonstrated in the first instance on the application form. If the criterion for short-listing is met you may also be asked to further demonstrate competency at interview.

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<thead>
<tr>
<th>Criteria</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td><strong>Education and qualification</strong></td>
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<tr>
<td>• Relevant training/qualification</td>
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<td>• Willingness to learn and receive training</td>
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<td><strong>Skills and abilities</strong></td>
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<tr>
<td>• Ability to engage with clients and develop constructive working relationships</td>
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<td>• Good Assessment, Risk Management and Recovery Planning Skills</td>
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<td>X</td>
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<td>• Good Communication Skills based on an empathic approach</td>
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<td>• Good written skills in relation to case notes, emails and basic reports</td>
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<td>• Good relationship and liaison skills in working with colleagues and partners</td>
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<td>• Awareness of and ability to manage boundary issues involved in working with this client group</td>
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<td>• Ability to work under pressure in a potentially stressful environment and deal with challenging behaviours and situations</td>
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<td>• Good IT skills</td>
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<td>• Ability to organise tasks and work to deadlines</td>
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<tr>
<td>• Providing Structured Interventions</td>
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**Knowledge**
- Understanding of, and commitment to, Diversity practice
- Knowledge of housing. Benefits, education, training and employment
- Drug and alcohol awareness and harm min advice

Qualities
- Good team player
- Self motivated and self aware with the ability to learn

Experience
- Experience of working with working with vulnerable people
- Experience of working within a multi-disciplinary framework
- Driving Licence
- Use of own car

All staff are expected to show commitment to the quality of service offered to service users and to demonstrate a thoughtful and considered approach to their problems. Honesty, reliability, use of initiative and the ability to establish good working relationships with clients, colleagues and other service providers are considered essential attributes.

Health and safety
All employees are subject to the Health and Safety at Work Act. The post holder is required to proactively comply with their duties as outlined in SMART CJS’s policy.

Clearance
All staff will need to complete an enhanced DBS to undertake this role.