Grading
Job Description and Employee Specification

Job title: Homeless Prevention Outreach Officer	**Service area:** Adults & Health
Post number:	**Division:** Housing Rehabilitation & Recovery
Grade: Grade 6	**Section/team:** Housing and Homeless Prevention

Overall purpose of job:

Maintain rough sleeper's health, wellbeing and safety as far as is reasonably possible through meaningful engagement to access appropriate services and thereby improve their life chances and enable them to access appropriate accommodation.

Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

Main responsibilities:

- Conduct regular outreach work in order to identify, make contact with rough sleepers and carry out effective engagement, especially those who are reluctant to access support and accommodation.
- Work according to the individual support plans, which may include supporting individuals to manage their tenancy, liaising with all involved to access the appropriate services and support required.
- Assist clients with finances, including benefit claims and debt issues, liaising with appropriate agencies as necessary. Continual review of individual needs and the securing of appropriate services with line manager supervision.
- Keep up to date with legislation and good practice in particular relating to housing and homelessness.
- Work closely with other external agencies to respond promptly to all enquiries and reports concerning rough sleepers including those reported by members of the public through Streetlink.
- The post will involve flexible working hours with requirement to work in remote locations, evening and weekends as required. The post will also involve working and providing a service at various locations where rough sleepers can access wider support.
- Ensure that all risk assessments are up to date, reviewed and any changes are reported to line managers.

- Conducting regular outreach functions within the community to identify rough sleepers that have been reported/ unreported and engaging with the work which tracks/ monitors rough sleeping such as the “Target Priority Group” together with the framework which governs this.
- Acts as an ally to ensure an inclusive working environment.

Knowledge, skill, and experience:

- Working knowledge of homeless/ landlord & tenant legislation.
- Working knowledge of debt and welfare benefits.
- Experience of care and support systems for homeless people, including key working, care planning, housing pathways and joint working.
- Experience of conducting client’s assessments and interviews.
- Experience of working with homeless people or rough sleepers
- Excellent verbal communication and interpersonal skills, requiring diplomacy, tact and sensitivity as often dealing with and in difficult circumstances / situations.
- Good literacy, numeracy and recording skills.
- Good written communication skills.
- Ability to develop and maintain effective working relationships with colleagues in other agencies.
- Ability to work independently and as part of a team.
- Understanding of and commitment to confidentiality and professional boundaries.
- Good IT skills using word processing and excel spreadsheets
- Ability to travel around North Lincolnshire conveniently and at short notice

Creativity and innovation:

- The post holder will use their knowledge, experience and skills on a daily basis to investigate a person’s unique circumstances to identify key issues and solve complex problems.
- Creatively support individuals, to arrange and implement support that is flexible, responsive to need and controlled by the individual, and achieve identified outcomes.
- Managing and prioritising workload in response to unplanned events.

- Carry out risk assessments for a variety of working situations.
- Maintain database records.

Contacts and relationships:

In order to carry out the functions of the post it is necessary to influence attitudes and behavior across the whole community to achieve change. In particular:

- **People** – Daily – to engage with them, assess needs, provide continuing support.
- **Police** – daily/weekly contact – to discuss rough sleepers/hard to house/shared contacts/agreed priorities.
- **Probation** – daily/weekly contact to discussed shared client group/hard to house
- **Street link** – weekly – in response to enquiries from the public to street link
- **Colleagues in the team and other parts of the Council** – daily – shared client group – referral process
- **Drug/ Alcohol services** – daily – to discuss shared client group/current/past/future.
- **Private Landlords** – daily/weekly – around tenants and prospective tenants, securing suitable accommodation, dealing with harassment, evictions etc
- **Social landlords** - daily/weekly – to locate and secure appropriate accommodation for rough sleepers, hard to house etc, including ensuring an adequate level of housing support to help maintain tenancies.

Decision making:

- Makes decisions regarding the most appropriate action when reacting to unpredictable events.
- Contributes to the day-to-day decisions within the team seeking guidance and assistance if necessary.
- Take responsibility for personal safety, giving regard to that of colleagues and working environments, reporting any concerns regarding health and safety.
- Makes decisions regarding appropriate escalation of issues relating to health and wellbeing, support plans and/or safeguarding.
- Prioritises own workload with work allocated and directed by line manager

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Responsibility for resources:

- Sole responsibility for laptop and mobile phone with a combined value of £850. Working away from the office base for approximately 70% of working hours.

WORK ENVIRONMENT

Work demands:

- Manage own workload and prioritise tasks.
- Nature of work dictates a changing environment with a degree of unpredictability relating to new and unknown people.
- Need to be flexible to meet demands of the service that may be required across North Lincolnshire.

Physical demands:

- Normal physical effort.

Working conditions:

- 70% outdoors with 30% office based. The main office base is Church Square House but office work will be undertaken at other council buildings as well as other agencies as part of an agile working policy.
- Hybrid working is supported across the council although direction may be given to attend the office base.
- Work is carried out in individuals' homes where conditions, at times, can be disagreeable.
- The post will involve flexible working hours with requirement to work in remote locations, and evening and weekends as required.
- The post involves working in and out of the community including outdoor working in any weather conditions.

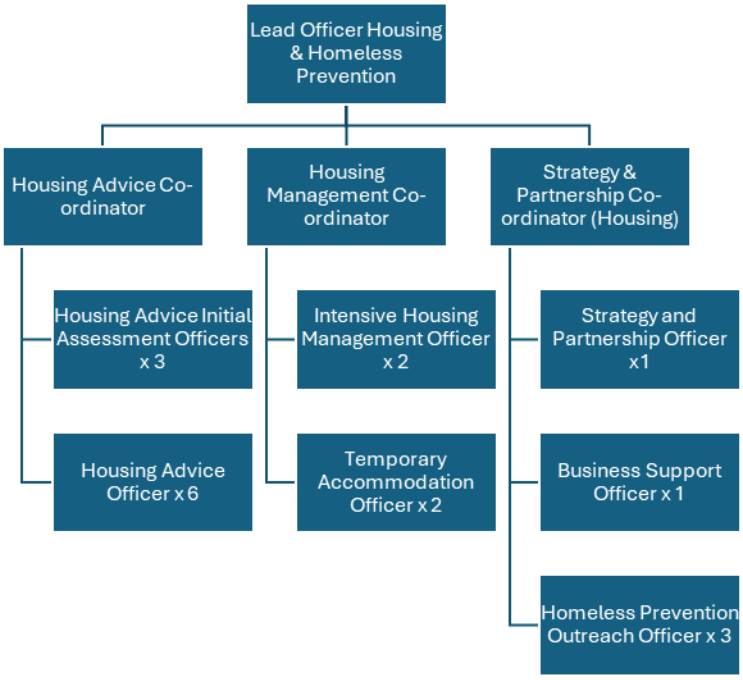
Work context:

- Nature of the work is such that challenging behavior from clients will occur.
- Lone working at times but will follow established lone working policies and procedures.
- Dealing with people who may be under the influence of alcohol or other substances and therefore can often be unpredictable.

- In visiting areas where rough sleepers are known to be bedding down, to be aware of potential hazards, sharps and other drug paraphernalia.

Position in organisation:

Indicate how many staff the post is directly accountable for: 0



Job Description Version Control	
Date evaluated	
Date updated	
Updated by (manager name)	
Checked by (HR name)	

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ESSENTIAL CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	**Application form (follow up at interview)**

- Working knowledge of homeless/ landlord & tenant legislation.
- Working knowledge of debt and welfare benefits.
- Experience of care and support systems for homeless people, including key working, care planning, housing pathways and joint working.
- Experience of conducting client's assessments and interviews.
- Experience of working with homeless people or rough sleepers
- Excellent verbal communication and interpersonal skills, requiring diplomacy, tact and sensitivity as often dealing with and in difficult circumstances / situations.
- Good IT skills using word processing and excel spreadsheets

Personal Qualities	Application form (follow up at interview)

- Good literacy, numeracy and recording skills.
- Good written communication skills.
- Ability to develop and maintain effective working relationships with colleagues in other agencies.
- Ability to work independently and as part of a team.
- Understanding of and commitment to confidentiality and professional boundaries.

Working Arrangements	Interview

- Required to work in an agile way.
- Flexible approach to working hours (may be required to work evenings and weekends as required, sometimes in remote locations.
- Ability to travel around North Lincolnshire conveniently and at short notice

THE POST IS SUBJECT TO:	
Disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974	
Yes X	**No**
Political restriction	
Yes ☐	**No X**
The ability to speak fluent English under the Immigration Act 2016	
Yes X	**No ☐**

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• Version Control	
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