

# Post Specification

## Post Specification - Key Information

- **Post Title: Rough Sleeper Outreach Officer**
- **Date: November 2023**
- **Post Group Number: 8030**
- **Job Family: People Care and Development**
- **Job Family Role Profile: PCD 7**
- **Final Grade: Grade 8 (inc JWC's)**

To be read in conjunction with the job family role profile.

## Service Area Description

The Housing (Homeless Persons) Act 1977, Housing Act 1996, and the Homelessness Act 2002, placed statutory duties on local housing authorities to ensure that advice and assistance to households who are homeless or threatened with homelessness is available free of charge. The statutory duty for homelessness for Westmorland and Furness Council sits within the Thriving Communities Directorate, specifically the Housing division.

The Rough Sleeper Outreach Officer will work in conjunction with Homelessness Service Team to support rough sleepers or those at risk of rough sleeping.

## Purpose of this Post

- To play a crucial role in the resettlement & supporting of rough sleepers, providing a comprehensive service to a caseload who are at risk of rough sleeping, currently rough sleeping or who have a recent history of rough sleeping.
- To build trust and provide person-centred advocacy and support, working closely with key partners to enable clients navigate housing pathways and progress to a life away from the streets.
- To actively contribute towards the goal of reducing rough sleeping and contribute to the achievements of the Councils' strategic objectives, government targets and in line with our Homelessness and Rough Sleeping Strategy 2024-2029.

## Key Job Specific Accountabilities

- To undertake assertive outreach sessions and undertake risk assessments, visits hot spots and sleep sites to engage with people sleeping rough from their first point of contact building a rapport to encourage long term change.
- To support each rough sleeping client to engage with their PHP (personalised housing plan) and assist with actions and interventions which will help clients to achieve their goals and move towards a sustainable life away from the streets.
- To support clients to engage with their recovery, develop life and social skills, claim benefits, maximize income, and access appropriate accommodation to avoid a return to the streets. Use creative approaches including the use of discretionary personalisation funding and flexible surge accommodation grants to support clients.

- To recognise indications of substance misuse, mental health needs, domestic abuse, personality disorder and behavioural issues and make appropriate referrals to relevant agencies including health and wellbeing services, police, emergency accommodation providers and wider partner agencies to maximize positive outcomes for clients.
- To ensure full and accurate records of all clients including details of advice and support provided are kept up to date.
- To ensure individuals are referred to the Council's Homelessness Team.
- To work with clients to identify appropriate move on accommodation through routes including Cumbria Choice (Choice Based Lettings) the private rented sector and supported accommodation.
- To establish, develop and maintain close working relationships with private landlords, managing and letting agents to encourage access to appropriate accommodation.
- To provide all monitoring information as requested.

*Please note: Annual targets will be discussed during the appraisal process.*

### Key Facts and Figures of the Post

- **Budget Responsibilities:** None.
- **Staff Management Responsibilities:** None.
- **Other:** None.

### Essential Criteria

#### **Knowledge**

##### **Essential**

- Minimum 5 GCSEs or equivalent experience.

##### **Desirable**

- An understanding of the Homeless Reduction Act and Homeless legislation.
- An understanding of tenant/landlord responsibilities including illegal evictions.
- Knowledge of the Welfare Benefit System.
- Understanding of the Equality Act 2010.
- Understanding of the General Data Protection Regulation.

#### **Experience and Expertise**

##### **Essential**

- Experience of working with vulnerable clients with complex needs in the community.
- Excellent written and verbal communication skills.
- Experience of providing outreach support to vulnerable client groups with chaotic and complex lifestyles.
- Able to demonstrate effective problem-solving skills, work under pressure and prioritise unforeseen and urgent demands potentially involving conflict.
- Be approachable /non-judgemental and have an ability to show empathy.
- Excellent IT skills including the use of Microsoft Office.
- Be able to work outside of normal office hours, if required to do so.

## Disclosure and Barring Service (DBS) Checks

- This post requires a DBS check.
- The level of check required is *(remove others not required)*:
  - DBS Enhanced – Adults

## Job Working Circumstances

- **Emotional Demands:** Post holder would have responsibility for dealing with regular and significant emotional demands due to the complex nature of the client group.
- **Physical Demands:** None.
- **Working Conditions:**
  - Considerable exposure to weather conditions seeking hot spots and sleep sites within the area.
  - Considerable exposure and ability to manage challenging/adverse behaviour from client group.
  - Some exposure to unpleasant and disagreeable odours and substances.
  - Ability to lone work.
- **Other Factors:** Requires the ability to travel around designated area to undertake duties to meet the needs of some client groups

## Other Factors:

- *This could include e.g. requirement to travel, or requirement to work outside of normal office hours*