



## JOB DESCRIPTION

### 1. JOB DETAILS

Job Title:	Street Outreach Team Worker
Service Group:	All Services
Hours of Work:	As per Advert
Reporting to	The relevant Assistant Manager, Team Leader or Service Manager
Location	
Working Pattern:	The post holder will be expected to work flexibly over seven days each week as required. Whilst overnight working is not generally required the post holder will be expected to, at times, work in the early mornings and late evenings. The role will require some Bank Holiday or Weekend working.
Salary Grade	FHA Group 11
Salary	As per Advert
Approval Date	Organisational Leadership Group 11 November 2009

### 2. MAIN PURPOSE OF THE JOB

- To take operational responsibility for the management and delivery of the Street Outreach service;
- To maintain and develop effective partnerships with other agencies;
- To support the service manager in ensuring that all contractual requirements are met;
- To comply with service and internal Framework objectives, achieving target outcomes within given deadlines;
- To achieve success in the role, leading motivating and working alongside others without knowingly exceeding the limits of authority for the role.

### 3. KEY TASKS

#### 3.1 Management of others

- Ensure that shifts are covered by contracted and, where appropriate, casual staff to provide a safe and effective service that meets service user need;
- To motivate and work creatively with service users in identifying accommodation options;
- To maximise the impact of contact with service users by working productively to agreed goals;
- Where appropriate accompany service users to appointments;
- Regularly discuss case management and/or support planning with Line Management.

#### 3.2 Support Planning

- To engage with rough sleepers on the streets and meet at convenient locations;
- To carry out a comprehensive needs assessment;
- To carry out a housing and support assessment;
- To develop an action plan focusing on accommodation and support;
- To regularly review and update the action plan;
- To refer and where necessary accompany service users to Local Authority/Housing Providers ;
- To assist service users to maximise their incomes;
- To refer service users to appropriate health and treatment services;
- Where appropriate accompany service users to appointments;
- To refer service users into day services;
- To support service users in sourcing education, training, volunteering and employment opportunities;
- To liaise appropriately with outside agencies and document partnership working activities;
- To commence, maintain and end support with service users without causing harm and consistently maintaining professional boundaries;
- To respect the rights and responsibilities of service users;
- To maintain a professional relationship with service users;
- Demonstrate learning from personal experience without inappropriate self disclosure.

#### 3.3 Risk Management

- Carry out the practical tasks required of the job being continuously aware of any risks presented by the working environment and consistently acting in a way to minimise these risks
- Carry out a client risk assessment with every new service user identifying with them the risks presented by the service user and the environmental risk to the service user
- Continue to monitor client risk as part of support planning to re-evaluate their risk management strategy
- Share risk assessments with others appropriately
- Report concerns appropriately, such as adult and child safeguarding issues and

substantial risk

### 3.4 Team Working

- To work cooperatively with other members of the team, constructively contributing to team meetings, covering office duty and assisting with the smooth running of the service;
- To ensure consistency in approach;
- To ensure that the service is delivered to a high standard;
- To cover for colleagues when they are absent;
- Through development days and team meetings suggest ways of improving the service;
- Be willing to attend wider Framework functions such as working groups;
- Mentor and support students and/or volunteers in the service.

### 3.5 Personal Qualities

- Maintain organisational, service user and colleague confidentiality at all times;
- Be open and honest at all times;
- Be familiar with Framework's Equality and Diversity Policy and demonstrate its objectives at all times;
- Be solution focused;
- Maintain good time keeping at all times;
- Take responsibility for your own and others' health and safety and report equipment faults and failures promptly to Line Management;
- Follow the Code of Conduct and reporting procedures;
- Be willing to continue to learn and develop skills by undertaking appropriate training.

## **4. BREADTH OF THE ROLE**

The individual performing this role will be expected to plan and organise their workload in consultation with colleagues and Line Management. The complex nature of the service users will require the coordination of tasks and support to maximise outcomes. The post holder will be aware of how their work influences and impacts on the work of others and therefore they will need to have a comprehensive knowledge of external services available. The development and maintenance of effective partnerships is crucial to the role.

The post holder will refer into other specialist agencies and will understand that they are representing when carrying out this work.

The post holder will have a flexible attitude to the work and be solution focused in their approach.

The post holder will take active responsibility for their own career development by coming

forward for additional tasks and engaging in relevant training to enhance their own competence.

## 5. ROLE OF SERVICE

### 6. Role of the Service

- To enable rough sleepers to access accommodation and appropriate support;
- To ensure compliance with contractual obligations with regards to outputs/outcomes;
- To liaise and work with partner agencies

## 6. KEY PERFORMANCE INDICATORS

The post holder will be expected to demonstrate competence in the role and this will be measured by:

- Their knowledge;
- Productivity and performance;
- Conduct and commitment.

The post holder will have an enhanced understanding of risk management and how it applies to the role.

The post holder will be expected to have read, applied and complied with Framework's Policies and Procedures.

The post holder will possess good time management.