

Post Specification

Date	November 2023
Post Group Number	8030
Post Title	Homeless Outreach Officer
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 Homeless Outreach officer will work in conjunction with Homeless Assessment Officers and other Tenancy Support colleagues in the Homelessness Team to support rough sleepers or those at risk of rough sleeping.	
Purpose of this post	
<ul style="list-style-type: none"> 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 2020-2025 	
Key job specific accountabilities	
<ul style="list-style-type: none"> 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 	
Please note annual targets will be discussed during the appraisal process	
Key facts and figures of the post	
Budget Responsibilities	<ul style="list-style-type: none"> N/A

Staff Management Responsibilities	<ul style="list-style-type: none"> • N/A
Other	<ul style="list-style-type: none"> • N/A
Essential Criteria - Qualifications, knowledge, experience and expertise	
<p>Essential</p> <ul style="list-style-type: none"> • Minimum 5 GCSEs or equivalent knowledge demonstrable through work based competencies • Experience of working with vulnerable clients with complex needs in the community. • Excellent written and verbal communication skills. <p>Knowledge</p> <p>Desirable</p> <ul style="list-style-type: none"> • 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 <p>Relevant Experience</p> <p>Essential</p> <ul style="list-style-type: none"> • 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	
<ul style="list-style-type: none"> • This post requires a DBS check. <ul style="list-style-type: none"> ○ DBS Enhanced – Adults 	
Job working circumstances	
Emotional Demands	<ul style="list-style-type: none"> • Post holder would have responsibility for dealing with regular and significant emotional demands due to the nature of the client group
Physical Demands	<ul style="list-style-type: none"> • Normal
Working Conditions	<ul style="list-style-type: none"> • 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	
<ul style="list-style-type: none"> • A full driving licence is required and business insurance is essential in order for milage allowance to be claimed 	