



ROLE PROFILE

JOB TITLE: Outreach Worker
REPORTING TO: Outreach Senior Coordinator
TEAM: Housing Managed Contract (ForFutures)

JOB OVERVIEW

To ensure that contact is made and sustained with people who sleep rough across the borough helping them to exit a street lifestyle as quickly and safely as possible.

Ensuring appropriate assessments and referrals are undertaken and that all customers are engaged with services in order to receive support towards ensuring they move from the streets and into accommodation or reconnection services.

To provide effective and motivational support to customers across the CW&C borough who reside within the dispersed properties, equipping customers with the knowledge, skills and confidence they need to enable them to move on to full independence.

ABOUT FORHOUSING AND THIS ROLE



Respect



Trust



Openness



Passion

With tenants at the core of everything we do our values shine through and drive our behaviour.

ABOUT FORHOUSING

Everything we do aims to positively impact the lives of our social housing tenants and deliver on what matters to them and their communities.

By listening to tenants and keeping them at the heart of all we do, we provide safe, well maintained, sustainable homes and deliver customer focused, equitable and efficient services. And we always want to do better.

Through our tenant focused, inclusive and agile culture, ForHousing is a place where everyone can thrive and be themselves.



ABOUT THE ROLE

You'll work to positively impact tenants and their communities by:

Service Delivery

- Providing assertive street outreach (focused and determined discussions on the streets) to assist people who sleep rough to improve their current situation and access accommodation, treatment, primary care, and other relevant services that will move them away from a street-based lifestyle.
- Engaging with local communities to build a strong network to identify, engage and support customers with a focus on outcomes.
- Undertaking walks and tours to specific targeted locations recording accurately all details of people who sleep rough, carrying out verification where necessary.
- Responding to alerts of presence of new people who sleep rough and offering intervention/support.
- Engaging with people who sleep rough, helping them to connect with their communities as a means to improve wellbeing and prospects of employment (e.g. through volunteering).
- Working within a flexible rota (on a 7-day rolling rota) including working early mornings, late nights and at weekends if required, responding to the needs of customers and other services
- Advocating for customers where limited opportunities are available to ensure all housing offers and opportunities have been assessed and considered.
- Helping to build customer confidence, personal worth, motivation, emotional well-being, and a positive work ethic.
- Ensuring dispersed property customers outcomes are achieved, appropriately assessed, managed, and maintained within a range of community settings
- Working with customers to identify support needs which can be met by other agencies, to make referrals to specialist agencies, and develop appropriate casework links with such agencies in relation to customer's plans.
- Actively managing a caseload of customers currently engaging in a street lifestyle, helping them unlock and fulfil their true potential,
- Ensuring all paperwork is completed and all systems are updated in line with data protection.
- Enabling customers to understand the impact and consequences of the decisions they make and the actions they take.
- Enabling customers to make more informed choices and better equip them to deal with life's challenges, including managing their tenancy better or preventing issues of anti-social behaviour, getting into work, being better with money, a healthier lifestyle, or improving skills.
- Undertaking risk assessments and creating plans with the customer, ensuring the quality of plans,

with an emphasis on assessment of needs and achieving positive outcomes.

- Assisting the customers we support to maintain their self-care, personal safety and physical health needs by providing relevant information, advice, and guidance.
- Offering 'just enough' and reducing support, so that more independent outcomes are enabled wherever possible.
- Fully participating in the development and operation of new systems, programmes, and initiatives.
- Fully participating in systems of quality assurance, performance indicators, and outcomes.
- Positively promoting and marketing the Service where appropriate.
- Ensuring statistical data is produced, maintained, analysed, interpreted, and presented through accurate and concise reports which highlight performance improvements and deficiencies, positive impacts, preventative actions and demonstrable outcomes of the service against the performance management framework.
- Following clear strategies which provide continuously improving and effective housing related support/guidance to customers.
- Actioning referrals and enquiries, including customer risk assessments, efficiently and accurately.
- Encouraging and facilitating customer involvement, ensuring that the customer voice influences service delivery and standards.
- Working within the safeguarding protocols.

Service Excellence

- Contributing to statistical data being produced, maintained, analysed, interpreted and presented through accurate and concise reports which highlight performance improvements and deficiencies, positive impacts, preventative actions and demonstrable outcomes of the service against the performance management framework.
- Contributing to the monthly reports for the Operational Management Team, and producing or contributing to other reports as required.

Partnerships

- Pro-actively working with partners, agencies, housing providers, Local Authorities, community groups and charities ensuring positive working relationships.

WHAT WE ALL NEED TO DO



- Things can change so we may ask you to carry out other duties to make sure we continue to meet organisation and people needs. We'll consult you first and always make sure any different duties are in line with your post and salary
- Our strategic Outcomes are the things we aim to deliver together through our strategies. You will play an important part in what we will achieve. We encourage you to find new or improved ways of working to help make good things happen every day
- You'll help make sure we continue to maintain and even exceed expectations, performance, and compliance standards. At the same time you'll seek best value for money in every part of the job
- If you access commercially sensitive or personal information that may be covered by the Data Protection Act you must maintain confidentiality in line with our policies and procedures. Let your manager know if you aren't clear about anything
- We thrive in an inclusive environment, where everyone is valued. You'll need to familiarise yourself with our equity, diversity and inclusion policies, to help make sure we deliver a person focused service
- Compliance on all aspects of health, safety and welfare for all staff and customers is paramount to how we work together.
- You'll need to carry out any personal development activities which will support you in your job and help you continually innovate and reach your full potential
- From time to time you may need to undertake other tasks commensurate with your role.

Person Specification:

Assessment Key: AF = Application Form I = Interview T = Test/Assessment QC = Qualification Certificate

AREA	REQUIREMENT (All criteria are essential unless defined as desirable)	ASSESSED BY:
Qualifications and Training	<ul style="list-style-type: none"> • NVQ Level 2/3 in Social Care or equivalent • Safeguarding • Homelessness legislation and practice • Driving licence and access to a vehicle 	QC QC/AF AF/I AF/I
Experience, knowledge, skills and qualities	<ul style="list-style-type: none"> • Experience of providing care and/or support services within a social care setting (supported housing, care, nursing, residential) • Experience of working with vulnerable adults • An understanding of the support needs and the issues facing our customers 	AF/I AF/I AF/I
Skills and abilities	<ul style="list-style-type: none"> • Change management • Communication • Positive relationships • Solution focussed • Team player 	AF/I AF/I AF/I AF/I AF/I
Personal qualities	<ul style="list-style-type: none"> • Flexible • Resilient 	AF/I AF/I



MAKE A DIFFERENCE



	<ul style="list-style-type: none">• Innovative• Empathetic	AF/I AF/I
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In partnership with



Cheshire West
and Chester

MAKE AN IMPACT

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