



## QUEENS HALL ACTION ON POVERTY

### JOB DESCRIPTION

Job Title: Team Lead Outreach Support Worker

Salary: £ 27,500

Benefits: Pension, Health Insurance, Life Insurance, Gym Membership , Casual Dress

Status: Substantive

Hours: 37.5 hours per week, Monday to Friday shifts between 08:00-18:00 and one weekend a month.

Holidays: 22 Days plus Bank Holidays

Based at: Locations in Wigan

Responsible to: Engagement Service Manager

Accountable to: Queen's Hall Action on Poverty Trustees

Closing Date: 1<sup>st</sup> April 2024

Please apply early as we reserve the right to close applications as soon as sufficient applicants have been received.

To Apply: Please submit you CV and a covering letter explaining how you meet the person specification for this role , applications without a covering letter will not be accepted. When you are ready to submit your documents, please register at this link: <https://hr.breathehr.com/recruitment/vacancies/34622>

### SUMMARY

The Brick is a growing charity with big aspirations for people in need within our community. We provide RELIEF, RESTORATION and REFORMATION by offering tailored support, hope, and opportunity to those looking to improve their quality of life. Your role will particularly focus on RELIEF but you will also understand the importance

RESTORATION and Prevention. The Outreach team engage with individuals to remove barriers in accessing emergency accommodation and promote independent lifestyles

## JOB PURPOSE

The key role will be to lead a team to engage with individuals in the borough who are rough sleeping and support into emergency accommodation.

The Post Holder will utilise their skills and experience to continue to work to and develop partnerships, develop specific referral pathways into accommodation and recovery services, gather intelligence, build trust and respect, and lead and contribute to extensive outreach within the community.

The post holder will, in partnership with other existing services and organisations, identify barriers into accommodation and support and work on creating and delivering solutions to these barriers. The post holder will also focus on early intervention and prevention work engaging individuals who are at risk of rough sleeping.

The Outreach and Engagement team will be responsible for contributing to the overall performance of the service to ensure that contractual output targets are achieved. They will also be required to record and input data and information in order that the service operates within contractual, administrative, and financial requirements.

The post holder will be required to predominantly work across two operational sites in Wigan. The post holder will be expected to take responsibility for team development, identifying training needs and provide staff supervision and appraisal.

## DUTIES WILL INCLUDE:

- Completion of rotas ensuring all shifts are covered – escalating any gaps to the service or on call manager.
- Provide on the day leadership and management for the team, ensuring all work has been completed and recorded.
- To manage referrals to emergency provisions
- To provide case management supervision
- To support the team to assess the needs of individuals sleeping rough and to provide them with realistic asset-based offers of support services/accommodation/reconnection in liaison with other agencies and specialist workers.
- In the event of non-engagement with Outreach/Support services or consistent engagement in negative street activities to work collaboratively with Wigan Council, MASH (Multi Agency Safeguarding Hubs), Central Watch, PCSO teams, and other enforcement agencies where required, noting that The Brick aims to support individuals to achieve positive change.
- To support the team to advocate, where appropriate, on behalf of people sleeping rough with external agencies regarding their welfare rights, Primary Health Care needs and other issues affecting their Health and wellbeing.

- To take a pro-active role in promoting awareness of the Outreach service and related issues within the community and businesses of the Wigan borough.
- Develop effective working relationships and links with other agencies including but not limited to housing agencies, social services, Mental Health Team, other Tenancy Support Services, Alcohol and Drug Services, Complex Needs Team, and Life Centre.
- To manage and supervision the caseload of the Outreach team and ensure that data is accurately and securely recorded.
- To take part in the evaluation and development of services within the Outreach Team and to attend external meetings and case conferences.
- To ensure that regular case reviews are carried out within agreed timescales and that support and action plans are implemented and consistently high-quality case notes are recorded on Lamplight and other data base systems as required.
- To carry out the required level of monitoring of individuals rough sleeping and that the appropriate monitoring information is available to the relevant agencies. To ensure accurate and up to date files on all people sleeping rough worked with are recorded on Lamplight and other Database systems as required.
- This post holder is expected to travel the Wigan and Leigh borough at times. Own transport is desirable.
- Always adhere to The Brick Policies and Procedures.
- Cover for other members of the team and division as necessary.
- Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by senior members of staff.
- Attend and participate in divisional and team meetings and other meetings as required.

## QUALIFICATIONS AND SKILLS

Suitable candidate must have:

- Team lead or manager experience is essential.
- Experience of completing and managing rotas is desirable.
- Ability to network, build enabling relationships and work effectively in a multi-agency context across the Wigan Borough.
- Have an understanding complex needs and experience of supporting those most vulnerable to assist key support delivery partners.
- An ability to communicate effectively both verbally and in writing (English) and to collate and evidence work/ outcomes using case management databases.
- A can-do attitude and willingness to undertake a varied workload.
- A resilient nature and the ability to handle challenging behaviour.
- Ability to show empathy with individuals while maintaining professional boundaries.
- Knowledge and understanding of Safeguarding.
- An understanding of the needs and challenges of those experiencing homelessness, including those who have support needs including drug, alcohol and mental health needs.

## PARTNERSHIP WORKING

The Brick is committed to delivering Wigan Council's Deal approach and as such we are asking for applicants who adopt the 3 core behaviours being: positive, accountable, and courageous. We are looking for innovation and creativity, The Brick is not afraid to do things differently and pilot new initiatives to trial and test new ideas.

## OTHER

### Health and Safety:

In line with Health and Safety and Lone Working Policies, take reasonable care of personal health and safety and the health and safety of colleagues, mentors and service users and other persons who may be affected by acts and omissions.

### Safeguarding:

To understand Safeguarding, to access internal and external training and adhere to the Bricks Safeguarding Policy. Ensuring that reporting any incidents and Safeguarding concerns is completed in a timely and effective manner.

### Diversity:

Understand and implement The Brick's Equality and Diversity Policy

### Out of Hours:

To be willing to work flexibility at times to meet the needs of the Charity.  
To be willing to undertake and assist in fundraising activities which may occur out of hours.

## General

To be responsible to the Service Manager – Engagement.

The post holder will be expected to:

Perform any other duties consistent with the broad objectives of the post.

Participate in individual performance review and respond to agreed objectives.

Attend and facilitate case management and managerial supervision as required.

Attend and be an active participant in team meetings, team training and other internal meetings etc.

Attend external meetings, forums, conferences, training etc. as required by Queen's Hall Action on Poverty.

Be aware of professional standards expected in the service, in terms of holistic person-centred delivery, required ongoing personal and professional development.

Maintain up-to-date knowledge of legislation, national and local policies, procedures, recommendations, and guidelines.

Take responsibility for ensuring that legal obligations regarding information which is processed for both mentors and staff is kept accurate, confidential, secure and in line with the Data Protection Act (2018) and Confidentiality Policies.

Not abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties.

To undertake other such duties consistent with the post, as jointly agreed between the post holder and Queen's Hall Action on Poverty

To always deliver the service in line with and adhere to the Policies and Procedures

To undertake other duties when required to aid in the smooth running of the Project.

To promote good communication within The Brick and the Charity as a whole.

To ensure good time management

Queen's Hall Action on Poverty are committed to the safeguarding and protection of all young people and adults, In line with our Safeguarding policies. We will carefully select, train and support all those with any responsibility within the Charity, in accordance with our rigorous recruitment and selection policies.