



QUEENS HALL ACTION ON POVERTY

JOB DESCRIPTION

Job Title: Outreach Support Worker

Salary: £ 22,400.00

Status: Substantive

Hours: 37.5 hours per week, including early mornings, evenings and weekends on a rota basis.

Holidays: 22 Days plus Bank Holidays pro rata

Based at: Locations throughout the Wigan Borough

Responsible to: Outreach Team Lead

Accountable to: Queen's Hall Action on Poverty Trustees

Closing Date: 12 Noon Friday 27th August 2021

Interviews : W/C 30th August 2021

To Apply : Please review the attached documents and upload your CV **AND** Covering letter to outline how you meet the person specification for this role, using the following link <https://hr.breathehr.com/v/outreach-support-worker-18026> Please only register your details via this link when you are ready to upload your documents

****Please note that we reserve the right to close the vacancy early if we receive a large number of applications****

JOB PURPOSE

The key role will be to engage with individuals in the borough who are rough sleeping and who at present do not access services. The Post Holder will utilise their skills and experience to continue to work towards 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 treatment and work on creating and delivering solutions to these barriers. The post holder will also focus on early intervention, assertive and proactive attrition work engaging individuals who are 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 work across a number of operational sites across the borough as required and work flexibly to maintain the most appropriate level of service provision. This will include evening and weekend working and extensive street outreach. The post holder will be expected to take responsibility for personal development, identifying personal training needs and participate in regular supervision and appraisal.

DUTIES WILL INCLUDE:

- Undertake extensive street outreach both proactive and via referrals and work on a rota basis including working early mornings, late nights and weekends as required.
- 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 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 maintain a caseload and accurately and securely recording their data and progress. Offer individuals assertive, consistent ongoing guidance & support into The Brick, Wigan Council and other services until they are in a position to be able to move from the street into accommodation or reconnection services and/or other appropriate support services.
- To source accommodation for people sleeping rough within or connected to the Wigan borough.
- 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 and tracking of rough sleepers 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 borough at times. Own transport is desirable.
- Adhere to The Brick Policies and Procedures at all times.
- 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 more senior members of staff.
- Attend and participate in divisional and team meetings and other meetings as required.

QUALIFICATIONS AND SKILLS

Suitable candidate must have:

- 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 in order 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
- An understanding of the needs and challenges of those experiencing homelessness, including those who have support needs including drug, alcohol and mental health needs ● An awareness of key public health messages relating to contagious and spreadable disease ●

Experience of working with and supporting volunteers and GROW trainees or work towards.

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.

Reporting any incidents and Safeguarding concerns in a timely and effective manner.

Diversity

Understand and implement The Brick's Equality and Diversity Policy

Out of Hours

You will be expected to undertake work in the evenings and weekends to ensure full delivery.

Be willing to undertake and assist in fundraising activities which may occur out of hours.

Promoting fundraising for the Charity

General

To be responsible to The Outreach Team Lead.

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 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 at all times deliver the service in line with and adhere to the Policies and Procedures

To undertake other duties when required in order 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.

**PERSON SPECIFICATION
Outreach Support Worker**

	Essential	Desirable	How to be Achieved
<i>Degree, NVQ, appropriate qualification or a collective of 1 years' experience in relevant areas.</i>	✓		<i>Application form and interview</i>
<i>Knowledge of basic housing law impacting on tenants in rented and exempt accommodation</i>	✓		<i>Application form and interview</i>
<i>Knowledge of Welfare Benefits</i>		✓	<i>Application form and interview</i>
<i>Understanding of the needs of people with complex needs</i>	✓		<i>Application form and interview</i>

<i>Knowledge of statutory provisions and third sector support</i>		✓	<i>Application form and interview</i>
<i>Knowledge of supported accommodation</i>		✓	<i>Application form and interview</i>
<i>Ability to ensure contract requirements are met</i>	✓		<i>Application form and interview</i>
<i>Ability to work within tight deadlines</i>	✓		<i>Application form and interview</i>
<i>Ability to work within a defined budget</i>		✓	<i>Application form and interview</i>
<i>Understanding of personal budgets</i>		✓	<i>Application form and interview</i>
<i>Possess excellent time management skills</i>	✓		<i>Application form and interview</i>
<i>Ability to work on own and be self motivating whilst ensuring maximum support is provided to individuals and contract requirements are met</i>	✓		<i>Application form and interview</i>
<i>Possess necessary skills to motivate rough sleepers</i>	✓		<i>Application form and interview</i>
<i>Proven evidence of Multi Agency Working</i>	✓		<i>Application form and interview</i>
<i>Proven track record of using initiative for the improvement of services</i>	✓		<i>Application form and interview</i>
<i>Possess Computer/Information technology skills</i>	✓		<i>Application form and interview</i>
<i>Current valid driving licence and access to own vehicle</i>	✓		<i>Application form, interview and documents</i>

	Essential	Desirable	How to be achieved
<i>A committed professional approach to work</i>	✓		<i>Application form and interview</i>
<i>Able to communicate effectively in writing and verbally</i>	✓		<i>Application form and interview</i>
<i>Evidence of the ability to work in a pro-active manner and taking the appropriate initiative to ensure services meet the demands of its customers</i>	✓		<i>Application form and interview</i>
<i>Ensure that dignity is maintained to all individuals we work with</i>	✓		<i>Application form and interview</i>
<i>Ability to work as part of a committed team</i>	✓		<i>Application form and interview</i>
<i>Able to adapt to changing priorities and circumstances; Working flexibly to cover tasks as necessary</i>	✓		<i>Application form and interview</i>
<i>Demonstrate honesty and integrity</i>	✓		<i>Application form and interview</i>

<i>Satisfactory Enhanced DBS disclosure</i>	✓		<i>Application form, interview, Qualifications</i>
<i>First Aider, Health & Safety Trained, Data Protection Act Trained</i>		✓	<i>Application form, interview, Qualifications</i>
<i>Ensure Company Policies and Procedures are complied with at all times</i>	✓		<i>Application form and interview</i>
<i>Willingness to undertake activities which benefits the Charity</i>	✓		<i>Application form and interview</i>

The Brick is committed to promoting a diverse and inclusive workplace, which attracts all candidates and signals our commitment to celebrate and promote diversity. This includes not discriminating under the Equality Act 2010 and building an accurate picture of the make-up of our workforce.

We offer a range of family friendly, inclusive employment policies, flexible working arrangements and support or staff from different backgrounds****