

JOB DESCRIPTION

Job Title:	Apprentice Outreach Worker
Directorate:	South West England
Location:	Bournemouth and Poole
Reporting to:	Service Manager / Casework Coordinator
Responsible for:	N/A

PURPOSE OF THE JOB

Apprentice Outreach Workers work within the Bournemouth and Poole service. The role is primarily to develop the necessary skills and knowledge to assist in the provision, and day-to-day delivery, of the Bournemouth and Poole Service working to an assertive outreach model.

There will be on the job learning and shadowing staff to observe how they support rough sleepers through assessment and reconnection with the aim of accessing accommodation.

KEY RESPONSIBILITIES

1. To have an awareness of clients support needs and working (under direction) to support clients to access accommodation or be reconnected
2. To offer peer support to current rough sleepers, at all times maintaining a professional and supportive approach
3. To support the functions of the Bournemouth and Poole Outreach Service and assist the Casework Coordinator in the day-to-day running of the project
4. To develop skills in order to provide a discreet street outreach service
5. To assist clients with day-to-day support as required
6. To assist in logging information, in accordance with confidentiality policies
7. To recognise signs of distress in clients and identify ways to reduce this
8. Work with external agencies on behalf of, or regarding clients
9. Promote and encourage a high level of client involvement, consultation and communication
10. To be able to manage your own time and respond creatively to the workload
11. Work within relevant Health and Safety guidelines to maximise the safety of St. Mungo's clients and staff

12. Attend training identified as key to the development of the role and the individual and to develop professionally
13. To work on a rota including weekends, early mornings and late shifts on completion of 6 months probationary period
14. Attend supervision with the line manager for the post and any additional support sessions that are offered by the apprentice coordinator
15. Anything else that your manager asks you to do that is consistent with your post

GENERAL

- Adhere to St Mungo's 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.

This job description covers the current range of duties and will be reviewed from time to time. It is St Mungo's aim to reach agreement on changes, but if agreement is not possible, St Mungo's reserves the right to change this job description.

PERSON SPECIFICATION

Apprentice Outreach Worker

Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or covering letter to demonstrate your capabilities, in relation to each point listed under essential requirements in the person specification. Where relevant use your answers to illustrate how your competences have helped you achieve positive results.

ESSENTIAL REQUIREMENTS

Experience

1. Personal experience of homelessness (e.g. Slept rough, lived in a hostel/refuge/supported accommodation, linked in with homelessness/related services etc) mental health and / or addiction.

Skills, Knowledge and Abilities

2. Able to positively use your personal experience of recovery and using services to support clients

3. Have good interpersonal skills including listening skills and the ability to share information clearly and thoroughly etc.

4. Have sound literacy and numeracy skills (e.g. able to write letters, deal with petty cash etc.)

5. Feel comfortable using a computer (including using Microsoft Word and email)
6. Able to fully commit to working and studying full time in what can sometimes be a stressful environment. (Be self-aware, accountable and able to self-manage)
7. An understanding of appropriate boundaries when working with vulnerable adults and a commitment to working within these
8. Able to develop and sustain collaborative partnerships with people, both clients and colleagues
9. Holds and promotes a consistently caring attitude and demonstrates honesty and humility in all conduct
10. Motivated to identify personal learning gaps and take steps to address these through seeking learning opportunities
11. A desire and commitment to act as a role model for clients in order to inspire them. To be motivational and have a positive attitude at all times

The following are required of all roles with St Mungo's. However, you do not need to address these in your application.

- Genuine interest in and commitment to St Mungo's work and client group.
- An understanding of and commitment to diversity & equality
- Willingness and ability to work shifts including evenings, weekends, waking nights, sleep-ins, bank holidays including Christmas Eve/ Day and New Years Eve/ Day
- Willingness to work flexibly in response to changing organisational requirements.

In the selection and interview process, we will be assessing candidates against the following competencies:

COMPETENCY	PRIMARY INDICATORS
Improving and Innovating	<input type="checkbox"/> Is client and customer focused <input type="checkbox"/> Is open to new ideas, improvement and change <input type="checkbox"/> Handles situations and problems with innovation and creativity <input type="checkbox"/> Shows commercial and financial awareness
Interacting and Influencing	<input type="checkbox"/> Takes responsibility and demonstrates values-driven leadership <input type="checkbox"/> Shows self-awareness <input type="checkbox"/> Works well with other people <input type="checkbox"/> Collaborates and networks effectively internally and externally <input type="checkbox"/> Shows sound communication and influencing skills
Understanding and Doing	<input type="checkbox"/> Able to find and analyse relevant written and numerical information and use it to make sound judgements <input type="checkbox"/> Able to think strategically <input type="checkbox"/> Demonstrates the necessary technical skills and aptitudes at the level that are required for the role <input type="checkbox"/> Has good writing skills at the level required for the job

	<ul style="list-style-type: none"><input type="checkbox"/> Plans, organises and manages time well<input type="checkbox"/> Demonstrates compliance and accountability
Involving and Including	<ul style="list-style-type: none"><input type="checkbox"/> Builds client/stakeholder involvement into all activities<input type="checkbox"/> Aware of own level of cultural competence and proactively seeks to develop<input type="checkbox"/> Actively promotes equality, diversity and inclusion among colleagues and clients.