

JOB DESCRIPTION

Job Title:	Outreach Worker - Bangladesh Community
Directorate:	South & East London and South of England
Location:	Tower Hamlets
Reporting to:	Regional Head – East London
Responsible for:	<ul style="list-style-type: none">• Volunteers• Peer Mentors• Social work, nurse and paramedic students

PURPOSE OF THE JOB

Tower Hamlets has commissioned a Street Outreach Response Team (SORT) for their borough. The multi-disciplinary team will include eight St Mungo's staff; one Accredited Mental Health professional; student placements; volunteers and peer volunteers.

The Bangladesh Community Specialist Worker will be on a seven day shift rota covering seven days a week, ensuring one person also covers assessments at the daily satellite services. Carry out initial assessment of needs/risk and local connection. Carry out data recording, case conferencing, advocating and asserting expectations. Assess rough sleepers for engagement or diversion, engage as appropriate, undertake reconnections from the street or move people into local services as per entitlement and assessment of need following short-term hostel placement protocols. Provide InReach to agreed named individuals. Supervise agreed number of peer volunteers, first response volunteers and student placements. Liaise with team and coordinator about emerging hotspots.

The Bangladesh Community Outreach Worker will work with people rough sleeping from the Bangladeshi community and lead on developing key partners in the community in order to support the prevention ethos.

The TH SORT team will provide a three-pronged model including:

1. Rapid Response:

This dedicated first response team of trained volunteers will work in pairs to provide rapid response to referrals from StreetLink and other sources.

2. Thorough assessment, assertive and personalised case management:

TH SORT will work within the St Mungo's outreach case management system; where the client's recovery plan is a key component of this approach. This ensures that each client has the right to an assessment, to care and support and to a systematic review of their case.

3. Specialist Interventions:

Including health interventions, InReach in hostels for clients with complex needs, reconnection options and a dedicated Bangladeshi Worker.

KEY RESPONSIBILITIES

Outreach Service Delivery

- To make contact with rough sleepers primarily from the Bangladeshi Community. To build and maintain pro-active working relationships with rough sleepers. To be responsible for the day-to-day delivery of the service in accordance with agreed service delivery objectives, policies and procedures.
- Undertake outreach work on a rota basis including working early mornings, late nights and at weekends.
- To assess the needs of individual rough sleepers for engagement or diversion, including local connection. To engage as appropriate and undertake reconnections from the street or move people into local services as per entitlement and assessment of need following short-term hostel placement protocols.
- To work with clients to an agreed single service offer.
- In the event of non-engagement with Outreach/Support services or consistent engagement in negative street activities to work collaboratively with the Borough enforcement agencies to impose measures such as ASBOs and exclusion orders.
- To advocate, where appropriate, on behalf of rough sleepers with external agencies regarding their welfare rights, Primary Health Care, accessing legal support needs and other issues affecting their Health and well being
- To take a pro-active role in promoting awareness of the Service and related issues within the Bangladeshi community and businesses within Tower Hamlets, including homeless prevention.
- To maintain a caseload of clients. Offer clients assertive, consistent ongoing guidance & support 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 provide InReach to a finite number of named individuals.
- To take part in the evaluation and development of services within the Outreach Team.
- To deal with user's complaints and to resolve conflicts between users sensitively and effectively.
- To ensure that regular case reviews are carried out within agreed timescales and that support plans are implemented and consistently high quality case notes are recorded on CHAIN, OPAL and other data base systems as required.
- To carry out the required level of monitoring and tracking of clients and that the appropriate monitoring information is available to the relevant agencies. To ensure accurate and up to date files on all rough sleepers worked with are recorded on CHAIN, OPAL and other Data base systems as required.
- To conduct shifts in the Pop-up Hub as and when needed.
- Divert and undertake Reconnections.
- Move people into NSNO or local EBS provision or on to colleagues if client is unwilling or unable to take up their NSNO/EBS offer.
- To supervise an agreed number of volunteers, peer mentors and student placements.
- Liaise with Street Population Coordinator on access to personal budgets to support complex clients.

Financial/Administration

- To keep accurate financial and administrative records, such as petty cash reconciliation, in line with the organisation's policies and procedures.
- Ensure all appropriate records are maintained in an accurate and timely fashion

Multi-Agency work

- Working with and building networks of local authorities, other voluntary and faith based agencies, outreach teams, hostels and private landlords to increase the choice and opportunities for housing and other support for rough sleepers. Focusing particularly with the Bangladeshi community.
- Facilitate joint working and develop initiatives with other Voluntary Agencies (e.g. day centres, hostels), Local Authority Agents (e.g. Cleansing Dept, Parks workers, Wardens), Health Providers (GP surgeries, A & E), Prisons and Discharge services and the Police (e.g. SNT, PCSOs) as appropriate to meet service requirements, client aspirations and community need.

Service Standards

- To comply with contract specifications and to adhere to appropriate best practice standards for Homelessness, Drug and Alcohol, Criminal Justice & Mental and Physical Health services.
- To participate fully in
 - Team meetings
 - Supervisions
 - Group Clinical Supervisions
 - Appraisals, Client Review
 - Reflective Practice
 - Other meetings as directed by your manager.
 - The designated training package for this role.

GENERAL

- Adhere to the 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

Outreach Worker - Bangladesh Community

ESSENTIAL REQUIREMENTS

Experience

1. Experience of working with vulnerable people and an understanding of the needs of street homeless people, including those with mental health and/or substance dependency problems.
2. Demonstrable experience of motivating people with complex and diverse needs to sustaining housing, health and or work outcomes.
3. Experience of formally assessing individual needs and options through case management using a strength based approach.

Skills, Abilities & Knowledge

4. Proficiency in written and spoken Bengali in order to engage with and communicate complex issues.
5. Knowledge and awareness of a person-centred, recovery focused, supportive but assertive approach and the necessary social skills to initiate and maintain constructive and appropriate relations with clients and agencies.
6. A knowledge of or willingness to learn about services and entitlements relevant to single homeless people; e.g. Welfare benefits, drug and alcohol services
7. An understanding of and commitment to Diversity & Inclusion as it applies to a supportive service and in the workplace.
8. An ability to communicate effectively both verbally and in writing (English) with a wide range of people including clients, other staff, representatives of other agencies and the general public.
9. Day to day administrative skills including: complete data entry to a high standard; IT applications; computing systems and personal organisation.
10. An understanding of the issues involved in reconnecting street homeless people and the benefits and challenges of reconnection.
11. A capacity to handle stress and remain enthusiastic and motivated.

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 & inclusion
- Willingness and ability to work hours outside of normal office hours on occasion (time off in lieu will be granted).
- 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 <input type="checkbox"/> Plans, organises and manages time well <input type="checkbox"/> Demonstrates compliance and accountability
Involving and Including	<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.
Managing and Empowering (for managers only)	<input type="checkbox"/> Builds a high performing team <input type="checkbox"/> Provides staff with clear direction and support <input type="checkbox"/> Motivates, supports, enables and promotes the wellbeing of their team <input type="checkbox"/> Manages the operational aspects of their function efficiently <input type="checkbox"/> Implements plans, strategies and services effectively <input type="checkbox"/> Actively contributes to service growth