

JOB DESCRIPTION

Job Title: Outreach Case Worker

Directorate: Outreach and Street Homelessness

Location: Oxford Street Population Outreach Team (Oxford SPOT)

Reporting to: Outreach Coordinator

PURPOSE OF THE JOB

- To assertively make contact with all rough sleepers and the wider street population in Oxford, and assess their needs thoroughly so they can be supported and/or reconnected away from rough sleeping and a harmful street lifestyle.
- To work alongside other members of the Oxford Street Population Outreach Team in accordance with agreed service delivery objectives, policies and procedures.
- To work to prevent clients returning to the streets and to sustain their recovery away from the streets in accommodation, work and health treatment.

KEY RESPONSIBILITIES

- Undertake outreach work with colleagues and or partner agencies on a rota basis including working early mornings, late nights and at weekends.
- Follow up referrals made to the service as well as holding an agreed case load; following up action plans for those more entrenched in a street lifestyle.
- Carry out comprehensive needs assessments; offer support and advice around options including supporting people to access accommodation and/or reconnect to areas home and abroad where they are eligible to receive a service.
- A key function is to divert people with low support needs away from the pathway of hostels and supported housing in Oxford and encourage them to seek more independent accommodation options.
- Keep accurate case management records on the client management database.
- Help link clients into services outside the housing pathway such as substance misuse, health and advice services.
- In conjunction with the personalisation worker, identify opportunities to engage clients in meaningful activities to divert people away from negative street activities.
- Be responsible for moving people through the sit up service and Assessment Centre and ensuring the house rules are not breached.
- Where necessary work with the police and immigration services, for NRPF clients not exercising

treaty rights and continuing to rough sleep or illegal immigrants.

- Take part in campaigns and actions to disrupt negative street activities, begging and street drinking and work within an agreed strategy for each client.
- Take responsibility for supporting a minimum of one project volunteer

GENERAL

- Adhere to St Mungo's Policies and Procedures at all times.
- Cover for other members of the team and division as necessary.
- 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 Case Worker

Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form and covering letter to demonstrate your capabilities in relation to each of the points. Where relevant use your answers to illustrate how your competences have helped you achieve positive results. This will give you the best possible chance of being shortlisted.

ESSENTIAL REQUIREMENTS

Experience

1. Experience of engaging vulnerable people experiencing complex multiple needs to access support
2. Experience of multi-disciplinary agency working, including working with enforcement agencies.

Skills, Knowledge and Abilities

3. A working knowledge of housing, health and work pathways for homeless people.
4. Good administrative skills including capability to use a range of IT applications and technologies.
5. A clean current driving license.
6. Ability to work in a planned, organized, outcome focused, accountable manner.
7. A person-centred recovery focused approach and the necessary social skills to initiate and maintain constructive and appropriate relations with clients and agencies
8. The capacity to handle responsibility & remain enthusiastic and motivated in a demanding and target driven role.
9. Solution focused and Imaginative.

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

- An understanding of and commitment to Diversity & Equality
- Willingness and ability to work fixed hours and to work outside of normal office hours on occasion (time off in lieu will be granted).
- Willingness to work flexibly in response to changing organizational requirements.

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

| COMPETENCY | PRIMARY INDICATORS |
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| 1. Improving and Innovating | <ul style="list-style-type: none"> • Is client and customer focused • Is open to new ideas, improvement and change • Handles situations and problems with innovation and creativity • Shows commercial and financial awareness |
| 2. Interacting and Influencing | <ul style="list-style-type: none"> • Takes responsibility and demonstrates values-driven leadership • Shows self-awareness • Works well with other people • Collaborates and networks effectively internally and externally • Shows sound communication and influencing skills |
| 3. Understanding and Doing | <ul style="list-style-type: none"> • Able to find and analyse relevant written and numerical information and use it to make sound judgements • Able to think strategically • Demonstrates the necessary technical skills and aptitudes at the level that are required for the role • Has good writing skills at the level required for the job • Plans, organises and manages time well • Demonstrates compliance and accountability |
| 4. Involving and Including | <ul style="list-style-type: none"> • Builds client/stakeholder involvement into all activities • Aware of own level of cultural competence and proactively seeks to develop • Actively promotes equality, diversity and inclusion among colleagues and clients. |
| 5. Managing and Empowering (for managers) | <ul style="list-style-type: none"> • Builds a high performing team • Provides staff with clear direction and support • Motivates, supports, enables and promotes the wellbeing of their team • Manages the operational aspects of their function efficiently • Implements plans, strategies and services effectively • Actively contributes to service growth |