

JOB DESCRIPTION

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| Job Title: | Rough Sleeping Prevention Worker |
| Directorate: | West London and South West England |
| Location: | Rough Sleeping Prevention Service, West London |
| Reporting to: | Coordinator |
| Responsible for: | N/A |

PURPOSE OF THE JOB

To deliver, in conjunction with other members of the team, a rapid assessment service to assess people at risk of rough sleeping, either by phone or email – in partnership with, day centres, outreach teams, local authority and other partners: carry out comprehensive new client assessments.

Provide clients with personalised case management support to help them remain in their home, if it is safe to do so, or to access alternative accommodation, in the private rented sector or supported housing, turning assessments into a practical action plan which fully involves the client.

Where rough sleeping cannot otherwise be prevented, place clients in the “Safe Space” hub, provide support and access move-on accommodation. Ensure throughout that work done is properly recorded and as appropriate is entered clearly onto St Mungo’s and local shared databases.

KEY RESPONSIBILITIES

- To be responsible to the Manager for the day-to-day delivery of the Rough Sleeping Prevention Service.
- Carry out comprehensive client assessments; offer support and advice to prevent rough sleeping, enter client and service offer details onto St Mungo’s and local shared databases.
- Draw up effective action plans with clients and through case management work with clients to prevent rough sleeping.
- To attend team meetings and take part in service policy and planning.
- To participate in team meetings, team review days and other meetings as agreed with the Manager.
- To keep abreast of current housing legislation, welfare benefit legislations and other matters relevant to successful support and move on of clients.
- To attend working parties, ad hoc and in-house training sessions, as requested.
- Willingness and ability to work shifts including evenings, weekends and waking night shifts on a 7 days a week rota basis

Client work

- To respond and process in a timely and proactive fashion all referrals made to the service and assess referrals against the service criteria
- To work firmly and persuasively with individuals to explain the role of the service and the benefits of prevention
- To carry out comprehensive assessments with all referred new cases.
- To provide personalised case management for users who need to be prevented from sleeping rough, turning assessment recommendations into a practical action plan which fully involves the client
- To work intensively with clients to prevent rough sleeping. This will include mediation and negotiation with hosts, whether family or friends and landlords, to try to enable them to remain in their home as long as possible, where it is safe to do so.
- Help clients to access suitable accommodation in the private rented sector or supported housing. Liaise with local authorities, landlords and agents to help clients apply for and secure accommodation, using the funds available to pay for deposits or incentives for accessing the PRS
- Develop relationships with landlords with HMOs in order to secure access for clients.
- Help clients to apply for and access DHP. Local welfare assistance, education, training & employment , debt advice, health care etc.
- If unable to prevent rough sleeping, place clients in the Safe Space hub, provide support and help to secure move-on accommodation
- provide as appropriate client advocacy to home local authorities to support client reconnection.
- To support reconnection as necessary for example through arranging: travel arrangements; accommodation offers, family mediation; the initiation or reinstatement of care and support package
- To ensure all case work is properly recorded and all service offers and outcomes are entered clearly and in a timely fashion onto St Mungo's and local shared databases.
- To actively collect and follow up information with regards to the outcome of reconnections and report to the Manager any need/gaps in key areas that are acting as barriers to successful reconnection.
- To provide advice to clients on their reconnection and accommodation options, as well as appropriate on health, welfare benefit claims and other issues as necessary.
- To liaise effectively with Outreach Workers, Housing Support Workers, specialist workers, police and other agencies.
- To deal with the immediate support needs of clients as appropriate.
- To assess client risk and develop risk management strategies with the client and other involved services.
- To ensure all service delivery policies and decisions made by the manager or team are observed and followed through.

Financial and Administrative duties

- To keep accurate daily records of petty cash and other project monies.
- To keep accurate records and statistics on referrals, service outputs and outcomes etc. To maintain a high standard of record keeping and keep all financial and administrative systems including client files in the office in an accurate and up-to-date manner in line with policy.
- To ensure that all written work both for internal and external use is of a high standard.
- To ensure the results of all assessments and all service offers are entered clearly and in a timely fashion onto St Mungo's and local shared databases.

Internal communication and liaison with outside agencies

- To take the lead on developing relationships with one or two of the 7 partner boroughs and act as the main link with those boroughs and local partners
- To work closely with outreach teams, hold surgeries at the Housing Options services and other partner agencies, spending at least one day a week in each borough, holding surgeries and liaising with and exchanging information with Housing Options and outreach staff
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- To do outreach work with local partner agencies including day centres, outreach teams, food banks, GP surgeries, libraries, CABx and JCPs in order to help them to identify those at risk of rough sleeping at an earlier stage & make referrals, to give more time to prevent it and to find sustainable solutions
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- liaise effectively with colleagues and referral agencies to enable referral and communication of information to enable support planning and actions.
- To liaise and negotiate effectively on a day to day basis with outside agencies including the police, social services and other statutory and voluntary agencies.
- In consultation with the Manager to represent the service externally at forums, conferences and meetings as required.
- To build and maintain good working relationships with colleagues in partner outreach teams.

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

Rough Sleeping Prevention 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. Experience of formally assessing individual needs and options.
2. Experience of supporting people to address their needs through case management and an understanding of the importance of involving clients fully as possible in that process.
3. Personal experience of homelessness **or** a sound understanding of the issues faced by homeless or vulnerably housed people and the difficulties they experience in accessing services that are fully responsive to their needs.

Skills, Knowledge and Abilities

4. Knowledge and awareness of outreach practices to engage with clients including awareness of the need for a supportive but assertive approach.
5. Knowledge of the welfare benefits and housing law relevant to single homeless people.
6. Knowledge of the range of drug and alcohol services appropriate to single homeless people.
7. Knowledge of housing pathways, tenancy and housing law and how to sustain clients in accommodation.
8. Proven ability to communicate and negotiate to a high level and build strong partnerships with external agencies and stakeholders.
9. Administrative skills including good computing skills and the ability to use I.T. applications. Ability to complete data entry to a high standard.
10. A capacity to handle stress and responsibility & remain enthusiastic and motivated in a demanding and target driven role.
11. An Assertive, Persistent, Flexible, solution focused and a resourceful approach.

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 to work flexibly in response to changing organisational requirements.
- Willingness and ability to work shifts on a rota including evenings, weekends, waking nights, Bank holidays, including Christmas Eve/ Day and New Year's Eve/ Day

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

| COMPETENCY | PRIMARY INDICATORS |
|------------------------------------|--|
| Improving and Innovating | <ul style="list-style-type: none"> <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 | <ul style="list-style-type: none"> <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 | <ul style="list-style-type: none"> <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 | <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. |