

JOB DESCRIPTION

Title of Post:	Information Worker – West London Rough Sleeping
Location:	Brent
Responsible to:	West London Outreach Team Manager
Responsible for:	N/A
Date:	March 2017

PURPOSE OF YOUR 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. To 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

1. Administrative and Information

- To develop a referral phone and email service for the West London Rough sleeper prevention service
- To work with the duty worker and the wider team to triage clients and offer advice, sign –posting and support.
- To act as gatekeeper in relation to designated accommodation and other services.
- To act as first point of contact for the Team in relation to face to face, telephone and email communication. To answer and monitor outreach referrals, including Streetlink.
- To make active informed decisions in relation to cases in the absence of managers or team members
- To develop and maintain paper and electronic data systems and produce statistical and written reports as directed by Manager – including with the Client Monitoring Database
- Provide administrative support services as required including word-processing, spreadsheet and database service, general clerical support and typing.
- To take full and accurate minutes of any meetings as requested by the Line Manager.
- Ensure that the HR systems are up to date.
- To run and monitor the team diary, and to act as a point of contact in relation to outreach and client visits
- To facilitate the use of any vehicle, taxi, ZIP car account - organising the booking, maintenance and correspondence in relation to congestion charging, penalties and appeals (if required).

2. Management

- To manage a workload systematically and deliver a quality service in a target orientated environment.
- To broker positive relations with other services, when acting as a gatekeeper allocating scarce resources.
- To coach, train and support colleagues and managers in relation to information systems and software packages
- To manage the referral processes and waiting lists in relation to identified projects.
- To support management in the organization of specific standalone projects, street counts and other essential business.

3. Statistics, Monitoring and Reporting

- To develop and maintain paper and electronic data systems as requested by managers.
- To produce statistical and written reports as directed by managers.
- To develop and maintain up to date information systems in regard to applicable services and resources.
- To produce internal monthly and quarterly performance, achievement and review reports.

4. Finance

- To process and monitor all expenditure, including petty cash claims and invoices for the Outreach Team.
- To complete all financial claim forms as appropriate and adhering to the agreed deadlines.
- To ensure all staff forward additional payment claims/ travel expenses to Managers for authorisation

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

Information Worker – West London Rough Sleeping

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 liaison responsibility in multi-agency service environment.

Skills, Abilities and Knowledge

2. Ability to work as part of a team and to initiate and maintain effective working relationships with colleagues, clients, the community, the police and other external agencies.
3. Ability to develop phone and online systems for referral and assessment
4. Ability to record and report work to a high standard, using IT systems as well as written records both quantitative and qualitative.
5. Ability to respond flexibly to ad hoc requests subject to workload and resources
6. Ability to systematically organise and deliver a quality service in a target orientated environment
7. Understanding and good working knowledge of accounting procedures, including book-keeping and petty cash.
8. Good knowledge of MS Word, Excel and Access packages and good IT skills.
9. A person-centred recovery focused approach and the necessary social skills to initiate and maintain constructive and appropriate relations with clients and agencies.
10. The capacity to handle responsibility and remain motivated in a demanding and target driven role.
11. 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.

- 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 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.