

# Rough Sleeper Outreach Worker (Housing Options)

Department	Housing Services
Pay Grade	G4
Responsible to	Rough Sleeper Co-ordinator (Housing Options)

## Role Purpose

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Working within Horsham District Council's solution-focused housing service, this role will be responsible for providing rapid identification, verification and assessment of those who are rough sleeping in an outreach setting. Working with those that are rough sleeping, homeless or may be vulnerably housed, including those that have enduring and complex needs such as substance misuse and mental health, with the focus on relief from homelessness and empowering clients to access support services, ensuring all rough sleeping have a support plan around prevention.

## Role Specific Responsibilities / Accountabilities

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- Work in an assertive outreach capacity, committed to prevention and reducing the numbers of people rough sleeping, investigate homelessness applications made under the terms of the Housing Act 1996 (as amended by the Homelessness Act 2002, Localism Act 2011 and Homelessness Reduction Act 2017).
- Complete needs led assessments, offering person centred support plans to rough sleepers and those who are homeless, understanding of psychologically informed principles and practice, strength-based approaches and trauma informed care.
- Provide support to Reconnect and other appropriate services and, refer homeless cases to other Local Authorities if and where appropriate in accordance with housing legislation and Government related guidance.
- Be committed to reducing anti-social behaviour and rough sleeping hotspots in the Horsham area, working with the police and community wardens, attend related internal and external meetings as a Council representative as and when required and provide feedback to relevant agencies.
- Provide advice to homeless customers about the Council's Housing Register and Social Housing, including advice to those who are not eligible, do not qualify or who are disqualified to join the Housing Register.

- Analyse complex legal, medical and financial information, and research and interpret legislation and case law, to ensure the provision of a professional, high quality casework service.
- Identify suitable, affordable and available housing options for applicant to prevent or relieve their homelessness, considering the applicant's particular needs and making all reasonable efforts to engage their cooperation.
- Link the homeless applicant in with the available support whilst residing in temporary accommodation and ensuring appropriate information is shared with the Temporary Accommodation Officer.
- Liaise with other partner organisations and agencies, attending case conferences and care planning meetings to ensure a joined up multiagency approach.
- Respond to street links and other reports of rough sleepers, including reports from members of the public and other agencies, assisting rough sleepers and provide comprehensive, high quality prevention outcomes, ability to administer naloxone overdose medication.
- The role is based in Horsham but travel throughout the district is required. The post holder will also support the Rough Sleeping team in early morning outreach shifts and joint working, as required, taking a multi-agency problem solving approach working in collaboration around street counts, Severe Weather Emergency Protocol) SWEP, and possess the ability to work early mornings, evenings and weekends.

## Knowledge, Skills and Qualifications

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**Minimum knowledge, skills and qualifications required to perform this role, relevant experience may be a substitute.**

### Essential Criteria

- Knowledge of homelessness legislation in particular Part VII of the Housing Act 1996 (as amended by the Homeless Reduction Act 2017) and other relevant Acts.
- Experience working with individuals with complex needs including trauma, addiction, mental and physical, health, exclusion and multiple disadvantages and those who may be reluctant to engage with services, using persistence, empathy, and rapport-building to foster trust.
- Ability to identify safeguarding concerns and complete referrals to the relevant organisation, knowledge of health and safety issues.
- Work as part of a team and on own initiative, following robust lone working practices.
- Excellent written and oral communication skills including able to communicate with a range of people including members of the public, organisations, landlords and agencies and managing expectations.
- IT user with excellent knowledge of Microsoft Word and Excel and be able to learn and use different packages and document management systems to collate data.
- Ability to create and develop positive partnership working.
- A good understanding of homeless and housing issues.
- Experience of completing assessments around needs and support plans.
- Approved driver, must maintain a valid license, follow all safety protocols, and represent the company professionally while on the road.

## Desirable Criteria

- Experience of working with those with complex and compound needs.
- Experience in completing assessments of needs and creating support plans.
- Experience in making and completing enquiries into an applicant's housing circumstances.

## Appendix

### Generic Employee Responsibilities / Accountabilities

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- Contribute to the delivery of the corporate objectives of the council developing good working relationships to promote the interests and reputation of the council building a positive image of the organisation.
- Participate in a culture of learning, collaborative working and excellence to build a culture of high performance, which inspires and supports the delivery of the council's Corporate Plan.
- Ensure that all duties are carried out in compliance with relevant statutory processes, corporate policies and the council's constitution.
- Proactively seek opportunities to continuously improve ways of working and council services by evaluating activities to enhance performance.
- Promote equality, diversity, access to services and tackling discrimination both within and outside the council to ensure there is a clear and consistent focus across the organisation and its partners in delivering an inclusive customer experience to all.
- Generally to comply with the Health and Safety policy and guidance ensuring the required mechanisms are used and to support the promotion of a culture of good health, safety and welfare, especially if nominated or appointed specifically to carry out simple checks at your place of work and log the activity.
- Follow the council's safeguarding procedures and promote the welfare of children, young people and vulnerable adults across council services.
- Participate in risk management in service areas and follow required reporting procedures, as appropriate, to minimise risks to the council's operations.
- Follow and adhere to all Data Protection procedures and processes in accordance with relevant legislation ensuring all personal data of employees, members of the public and clients is used appropriately and retained within guidelines.
- The Returning Officer in this constituency is responsible for the election process. There is an expectation that council employees will, as reasonably requested to do so, assist the returning officer in election processes.
- In the event of a major incident or disaster you may be required to provide assistance in whatever capacity necessary to provide the necessary organisation, co-ordination and supply of resources to support the local key emergency services.

# Generic Employee Behaviours

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**Our behaviours framework links to our values and identifies the core knowledge, skills, behaviours and attitudes we require from our people to deliver services.**

## Customer Focus

- Deliver a high standard of customer services
- Develop effective customer relationships
- Improve customer service to meet local needs and aspirations

## Achieving Excellence

- Strive to be excellent
- Deliver increasing efficiency / effectiveness
- Use taxpayers' money wisely to deliver the highest quality services to the satisfaction of our customers

## Our People

- Work collaboratively together as one team
- Invest in own performance and career and support colleagues
- Work creatively and responsibly