**JOB DESCRIPTION**

**Job Title:** Assertive Outreach Worker

**Location:** Exeter

**Responsible to:** Team Leader

**Purpose of the Post:** To deliver a high quality, person-centred assertive outreach service, working as part of a team, making contact with new, repeat and long-term rough sleepers across the Exeter Council area. To develop person-centred support plans that work with the individual to address their health, social and emotional needs in order to be able to sustain a healthy life away from the streets. To work closely with Early Intervention workers and the statutory services team to support individuals experiencing rough sleeping to move into ‘off the streets’ placements (short term assessment beds). You will offer continued support to individuals placed in short term accommodation to minimise abandonment, sustain accommodation, and help people access settled accommodation that ensures they do not return to the streets.

Note: This will include working unsocial hours and being able to walk a number of miles in all weather conditions

**Principle Areas of Accountability**

Service Delivery:

To undertake assertive outreach and hot spot visits across the locality area including during unsocial hours, maintaining a regular street presence, and working with other agencies to deliver support

Identify, engage and assertively work with people sleeping rough within the locality area

To complete regular Health Outreach sessions with health care professionals from the Clocktower Surgery

Carry out needs assessments, support plans and risk assessments with identified people who are sleeping rough to secure access to services that are suitable for their immediate needs, and make appropriate referrals in partnership with them to establish a sustainable life away from the streets as quickly as possible

Support individuals to move in to ‘off the street’ placements and help clients settle into and sustain these placements.

Empower a caseload of clients, to identify their strengths and goals, and develop their skills, confidence and well-being, so they can successfully maintain their accommodation and prepare for a positive move-on; avoiding a return to homelessness.

Assess, plan, deliver and review person-centred support plans which empower clients to progress towards their goals and greater independence

Establish supportive, trusting and professional relationships with service users using a Trauma Informed Approach.

Develop and implement person-centred packages of support with people sleeping rough,

To work in close partnership with the local authorities, police, emergency accommodation providers and wider partner agencies to maximise positive outcomes for service users

To track the progress of the referrals made in respect of identified rough sleepers

To build relationships with people who are rough sleeping, using inter-agency outreach sessions and regular visits to agencies/venues visited by people who are rough sleeping

To give clients advice, information and provide an enabling service so that they can access appropriate services

To carry out risk assessments and complete relevant forms, benefit changes etc for rough sleepers moving into designated accommodation services

To recognise indications of substance misuse, mental health needs, complex trauma-related behavioural issues and make appropriate referrals to relevant agencies

To deliver SWEP (Severe Weather Emergency Protocol) at short notice; doing evening outreach shifts when this is triggered and ensuring all people sleeping rough are offered emergency accommodation for the duration of the severe weather.

To be part of a rota that delivers an office-based Duty service, ensuring that there is a designated person each day to respond to clients presenting at the office, to field queries via telephone and team email account and perform other daily team admin tasks.

To promote and facilitate effective multi-agency and joint working to address begging, street drinking and other street-based activity

**Client Involvement:**

Support organisational initiatives which seek to promote client involvement and inclusion

Support clients in contributing to the development of services which they use

Support clients to engage in consultation events both within the organisation and in the wider community

**Staff & Volunteers:**

Provide support and guidance to other staff and volunteers who are involved in assertive outreach

Feedback to relevant Manager or Volunteer Coordinator regarding both positives and concerns about other staff or volunteers within the team.

**Team Work:**

To work in close partnership with other service providers and the Complex Lives Navigators, as part of the Flexible Assertive Support service, working as ‘one team’

To participate in outreach with a variety of homelessness agencies

To collect information held by frontline workers on levels of need and levels of service, and incorporate this in feedback to stakeholders

To attend team meetings both internally and externally as required to give and receive information as appropriate around people sleeping rough, to address any service access requirements and build relationships with front-line workers

To provide advice/support to staff in specialist homeless accommodation and support projects.

To attend Group Supervision, facilitated by an external counsellor, to promote strong team work and a trauma-informed approach.

**Monitoring & Evaluation:**

To collect and collate qualitative and quantitative data on the profile of people who are rough sleeping and using homeless accommodation and support projects

To support analysis of this data, indicating areas of unmet need, and contribute to recommendations for changes in services

To collect, collate and analyse data on the needs of this client group, with an emphasis on unmet needs

To participate in street counts/needs audits as directed by the manager

**Administration and Finance:**

To record areas of good practice and areas for improvement in order to make recommendations for changes/development of existing services

To maintain complete, accurate and up to date client records using Inform

To respond quickly to referrals of rough sleepers (made through the Streetlink website, telephone hotline and other sources) record and feedback to referrers as appropriate.

**Health and Safety:**

Work at all times within the Health & Safety and Environmental Health legislation and within safety guidelines established for the project.

To read and adhere to the workplace risk assessments.

**Personal Development:**

Engage actively in own supervision

Use annual Performance Development Review to set and agree own performance targets and training needs

Attend training as directed

**Other Tasks:**

Work in accordance with Julian House Equal Opportunities Policy and with all its other policies

Since job descriptions cannot be exhaustive; the post holder may be required to undertake other duties, which are broadly in line with the above key responsibilities

This role may involve shifts in an assessment centre or other supported accommodation environment.

