| Role Structure | Role Details |
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| Directorate: | Community Wellbeing |
| Grade: | HC 9 |
| Location: | Hereford, Herefordshire |
| Responsible to: | Housing Operations Service Manager |

# Job Description

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| Job Role: Rough Sleeper Outreach Team Lead |
| Service: Housing Solutions |

## Main purpose of the role

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| Line Management of frontline workers in the Hub (Supported Accommodation) and the Rough Sleeper Outreach Team |
| Operational responsibility for all work undertaken by Herefordshire Council around rough sleeping and the delivery of the Ending Rough Sleeping Strategy |
| Partnership working with a wide variety of internal and external partners to design and develop services and projects |
| Actively contribute as a member of the senior management team within the wider Housing Solutions TeamReport to council leaders and central government on rough sleeping in the county and actively contribute in regular meetings where rough sleeping is discussed. |

| Key Duties and Responsibilities | Frequency of Task |
| --- | --- |
| * To manage both the WXRH support team and the Rough Sleeper Outreach Team – with regular supervision, team meetings and being available for guidance and/or discussion | * Daily |
| * To contribute as a member of the seniors team within Housing Solutions – covering a weekly duty of duty senior for the statutory service | * Weekly |
| * Working closely with internal and external partners to design, develop and progress schemes | * As required |
| * Working to proactively avoid blockages in the rough sleeping pathway, ensuring that any move on from supported accommodation is appropriate and sustainable | * Daily |
| * Working in close partnership with colleagues in Strategic Housing to review, design and develop local strategy in line with trends and national legislation, also considering best practice and what can be learned/adapted from elsewhere | * Weekly |
| * Maintain thorough records and stats on rough sleeping, taking into account information that is collated through DELTA and submitted to central government | * Daily |
| * Capturing data for regular reports to council leadership, central government and partners | * Daily |
| * Maintain a strong working knowledge of homelessness legislation and how this impacts on local people and services | * Ongoing |
| * Building and maintaining working relationships in a professional manner | * Daily |
| * Chairing meetings, ranging from meetings about specific cases to meetings about wider needs | * As required |
| * Using data to spot trends and develop creative solutions to challenges faced in the sector | * As required |
| * Recruitment of staff as/when vacancies come up within the team | * As required |
| * Follow organisational disciplinary procedures – as/when required | * As required |
| * Invest in staff development, individually and as teams | * Ongoing |
| * Present information and data to a number of council leadership meetings and external partnership meetings, including Herefordshire Safeguarding Adults Board & Herefordshire Homelessness Forum | * As required |
| * Take a ‘hands on’ approach to supporting teams in the hub and Outreach by joining with regular engagement with team activities | * Daily |
| * Design and develop a program of meaningful activities for clients within services | * On going |
| * Work within and manage service budgets | * Daily |
| * Represent the Council professionally at all times | * Daily |

**Person Specification**

| **Requirements** | **Essential or Desirable** | **Identified by**  **A – Application I – Interview** |
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| **Qualifications and Training** | | |
| * A good standard of general education including a minimum of 5 GCSE’s or a recognised equivalent, a demonstrably good level of numeracy and literacy | Essential | A |
| * Excellent IT skills, including competence with word processing, spreadsheets, database and email and ability to learn how to use new IT applications | Essential | A |
| * A minimum of 2 years’ experience working in a similar background, good working knowledge of homeless legislation and the ability to demonstrate their knowledge | Essential | A |
| **Experience & Knowledge** | | |
| * Experience of working with homeless and/or vulnerable people with complex needs | Essential | A, I |
| * Preference will be given to candidates with experience of working with people with mental ill health and/or alcohol/substance misuse support needs and/or an offending history | Essential | A, I |
| * Preference will be given to candidates with experience of line management within multiple teams | Essential | A, I |
| * Preference will be given to candidates with experience of working with clients to develop strength based support plans and to motivate clients to achieve mutually agreed goals and outcomes | Desirable | I |
| * Candidates will be expected to have an understanding of the wider issues impacting upon homelessness and the challenges involved in resolving rough sleeping | Essential | A, I |
| **Skills and Abilities** | | |
| * To be emotionally resilient with the ability to manage behaviour, which can sometimes be challenging, whilst continuing to maintain ongoing constructive engagement with clients | Essential | A, I |
| * To be a problem solver, providing a creative solution-focused approach to overcoming challenges | Essential | A, I |
| * To have excellent interpersonal skills and the ability to quickly establish relationships and build trust with clients, staff and across a wide range of partners and stakeholders | Essential | A, I |
| * To have the ability to assertively coordinate cases involving a number of partner agencies | Essential | A, I |
| * To have strong listening skills and the ability to stay calm and patient in challenging situations | Essential | A, I |

All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

## Our Values and Behaviours

The council’s THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. ​They help us to achieve our Council Plan vision “do our best for Herefordshire” acting as our DNA and the “way that we do things around here”. We expect all colleagues to act as a role model by living our values and setting an example for others. ​Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

**Trust -** Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

**Honesty -** Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

**Responsibility -** Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

**Inclusivity -** Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

**Value -** Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

**Empathy -** Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.