

ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD

Job Accountabilities

Job Title: Rough Sleeper Resettlement Worker (Ex-offenders)	Job number: WM0399
Service Area: Place Directorate	Team: Housing Services

JOB PURPOSE

Identify and investigate instances of individuals sleeping rough in the borough, engage with and assess the needs of individuals rough sleeping in the borough through the rough sleeper pathway. To work alongside our Housing Options Officers to support vulnerable people to prevent and relieve homelessness and to support them to move on to more suitable accommodation. This will be achieved by assisting and encouraging customers to meet their personalized housing plans and helping them to access support from a wide range of agencies. This is with an aim to focus on the whole person to improve the customer's wellbeing and reduce barriers to sustaining accommodation determine pathway options.

Supporting rough sleepers whilst in stage 1 accommodation, recording all information on the PRAH online data system, whilst triggering an outcomes star application for each case. Working with rough sleepers from the street to sustainable accommodation options, working with internal and external partner agencies to deliver multi-agency interventions.

Management/Supervision

No direct line management

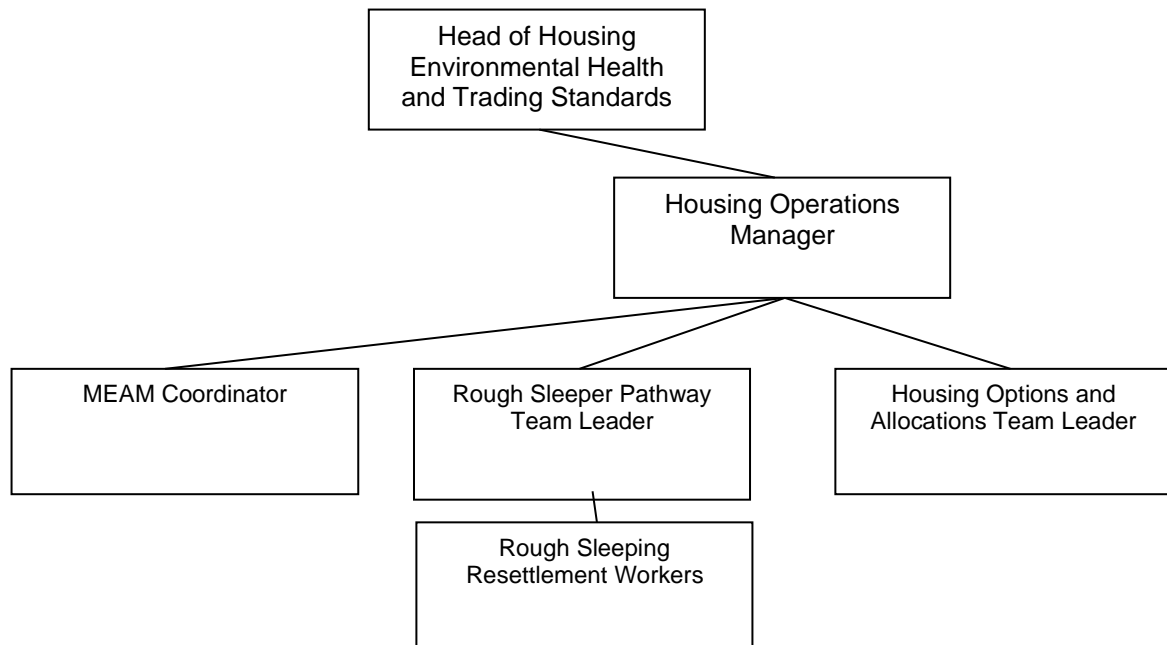
Budgets

Not a direct budget holder, however responsible for rough sleeper placements into stage 1 pathway accommodation, travel warrants, re-connection to other boroughs and placement into TA accommodation where required. The post holder will also be responsible for sourcing stage 3 private rented sector accommodation and agreeing incentives through landlords.

Decision making from this post holder and the team impacts on the Temporary Accommodation budget and must work with the Housing Options Officers to ensure that void costs are minimised, and placements are suitable, affordable and reasonable.

To ensure effective working arrangements with Housing Benefits, Voluntary Sector Partners, Rough Sleeper Pathway Team Leader, Environmental Health Service Manager, and other stakeholders to facilitate this work.

POSITION WITHIN SERVICE STRUCTURE



JOB ACCOUNTABILITIES

Service delivery accountabilities

- Identify rough sleepers via assertive outreach, build a rapport and promote the well-being of clients and support linking them into the Rough Sleeper Pathway
- Carrying out thorough assessments through the pathway, identifying priorities and ongoing needs, including establishing local connections and reconnection needs
- Providing crisis intervention support including responding to risk such as anti-social behaviour, mental health concerns etc
- To work alongside the Housing Options Team to support customers in the delivery of their Personal Housing Plans.
- To work with people to understand their housing and support needs, as well as their ambitions, strengths and talents, with a view to increasing their ability to cope and ultimately thrive.
- To provide support and advice to vulnerable people to enable them to stay in their homes or move to suitable accommodation.
- To maintain regular contact with customers and households in temporary accommodation to support them to implement their Personal Housing Plans and help people to action their support needs. e.g. provide advice on:
 - ☐ Domestic budgeting, maximising income, reducing expenditure, dealing with debt, rent arrears and welfare benefits
 - ☐ Training and employment opportunities
 - ☐ Working with a range of agencies to promote health and wellbeing, including harm reduction to reduce the impact of risky behaviours such as alcohol and/or drugs misuse
 - ☐ Exploring housing options and access to appropriate housing and support
- To liaise with colleagues and other partners to access specialist support for customers.
- To carry out visits, to temporary accommodation tenants and new private sector tenants to support them to maintain their tenancies.
- To maintain accurate paper and ICT records on case management systems and produce reports when requested.
- To support people in temporary accommodation to move-on to suitable accommodation.
- To record and report safeguarding concerns in line with the Council's statutory duties and with

due regard to established policy and procedures.

- To advise customers on the Council's Housing Allocation Scheme and request and process information to support their application for housing.
- Provide cover for reception and office telephones as required.
- To attend multi-agency meetings to promote the needs of customers as may be appropriate in the course of fulfilling the above duties and take part in the bimonthly counts
- To ensure confidentiality and data protection are observed at all times in compliance with the Data Protection Act & the General Data Protection Regulation.

Standard accountabilities/responsibilities that apply to all council staff or specific groups are set out in the Employee Handbook; these include:

- Corporate management
- Information governance compliance
- Whistleblowing
- General Safeguarding Statement
- Project and work management
- Working in a team
- Risk management including Health & Safety
- Business continuity
- Equality of Opportunity
- CREATE- our corporate behaviours
- Budget management
- Specific responsibilities for managers.

Local operating procedures and specific activities/tasks will be supplied by the service.

Person specification

Key Criteria	Essential	Desirable	How assessed
Qualifications and training	<p>4 GCSE's including Maths & English</p> <p>Educated to A-level / NVQ Level 3 or experience in relevant field.</p>	<p>Project management training</p> <p>Housing Qualification attained or currently being studied</p>	Interview
Job Competence summary (knowledge, skills, abilities, experience)	<p>A comprehensive understanding and awareness of housing issues, and of government policy relating to homelessness and rough sleeping</p> <p>A sound working knowledge of the HRA 2017 and supporting clients through an outcomes star approach</p> <p>Experience of working with rough sleepers who are under stress, emotional and/or living in unsatisfactory housing conditions.</p> <p>Proven ability to manage difficult situations remaining calm, friendly and professional</p> <p>Excellent verbal and written communication</p> <p>Experience of working successfully in partnership</p> <p>Extensive experience of working in confidential situations with an understanding of when and how to share sensitive information with customers and relevant agencies.</p> <p>Experience of analysing data and information and presenting the same in formal reports</p>		Interview/skills setting
Other requirements (eg unsocial hours working, driving licence, fit to drive Council vehicle etc)	Demonstrable ability to travel to sites around the Borough in an efficient manner including working early	Clean Driving Licence	Interview/skills setting

	<p>mornings, late evenings and overnight street counts</p> <p>DBS</p>		
Politically restricted post No			
This post has been identified as customer facing in accordance with Part 7 of the Immigration Act 2016 and therefore the council's English language fluency standard applies.	The ability to converse at ease with the public, answer questions and provide advice, including the use of specialist terminology relevant to the job role/profession and where necessary for an extended period of time.		The competent answering of interview questions in English.