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| JOB DESCRIPTION & Person Specification | |
| **Job Title:** | Assertive Outreach Worker |
| **NJC Scale Point:** | Pt 15 |
| Hours: | 37.5 hours per week  Working evenings and weekends if the service requires |
| **Annual Leave:** | 26 days plus statutory and bank holidays (1 additional day after each year of service, up to a maximum of 31 days). |
| **Location:** | DHI Head Office, St James Parade, Bath and any other location reasonably requested by the organisation.  The role may require an amount of travel across the Bath & North East Somerset region; the use of a car and willingness to use it for the purposes of this role is an essential requirement |
| **Pension:** | Contributory pension scheme (employer’s contribution 7% to a minimum 3% contribution from employee). |
| **Accountable to:** | Dual Diagnosis Navigator |
| **Accountable for:** | NA |

#### Principle Purpose of the Job

To work as part of the Assertive Outreach Team (DHI & Julian House) to deliver a compassionate, supportive and assertive response to individuals who are rough sleeping in Bath and North East Somerset. To work in partnership with them to establish a sustainable life away from the street.

#### Key Duties and Responsibilities

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| 1. Identify and build relationships with people who are rough sleeping in Bath and North East Somerset, using inter-agency outreach sessions and regular visits to agencies/venues visited by people who are rough sleeping.  2. Carry out Needs & Risk Assessments with identified rough sleepers to secure access to services which are suitable for their immediate needs.  3. Identify barriers which make it difficult for individuals to access services and find solutions to overcome them.  4. Make appropriate referrals in partnership with rough sleepers to establish a sustainable life away from the streets as quickly as possible.  5. Work in close partnership with Julian House Day Centre and Night Shelter staff and the Reach Housing Advice and Support Service.  6. Respond to reports of cases of rough sleeping in Bath & North East Somerset.  7. Offer support and advice around reconnections and where relevant, make single service offers.  8. Give clients advice, information and provide an enabling service so that they can access appropriate services.  9. Liaise with relevant agencies and, with the agreement of the service user, act as an advocate with those agencies on the service user’s behalf.  10. Maintain records in line with the service operational procedures.  11. To support the delivery of the Severe Weather Emergency Protocol in accordance with local policy.  12. Implement working protocols with relevant agencies that will allow information sharing and joint working to benefit the service user.  13. Provide monitoring information as required by the service.  14. Positively promote the service to external agencies and the relevant statutory bodies.  15. Participate in street counts/audits as directed by the Service Manager  **Monitoring & Administration**  To carry out all necessary administration in relation to casework tasks including monitoring, and participate in DHI service evaluation audits.  Contribute to regular reports on the service and the service evaluation project as required. |

#### Organisational Responsibilities

1. At all times adhere to DHI policies and procedures, with specific reference to:

• Confidentiality: ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an

official capacity.

• Data Protection Act and Information Governance: to comply with the requirements of the Data Protection Act and General Data Protection Regulations

(GDPR) all policies and procedures relating to Information Governance and security of data.

• Equal Opportunities and Diversity: to ensure that all service users, their partners, colleagues both within DHI and other partner organisations are treated

as individuals by following DHI’s Equality and Diversity Policy.

• Health and Safety: to ensure you comply at all times with the requirements of the Health and Safety regulations and DHI’s Health and Safety Policy and

Procedures. You are responsible for taking reasonable care with regard to yourself as well as any colleague, client or visitor who might be affected by an

act or failure to act by yourself.

• Quality Assurance: to ensure all activities are managed in a way that supports DHI’s Quality Assurance systems.

• Safeguarding: DHI is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and

volunteers to share this commitment.

• Lone Working: to work in accordance with the DHI Lone Working policy and procedures.

2. At all times adhere to contract requirements, relevant legislation and good practice.

3. Participate in the organisational planning processes and contribute to the establishment of DHI’s business plan.

4. To perform as part of the Reach Housing Advice & Support Service and wider DHI team, attending and participating in regular meetings, appropriate training courses and in skills sharing sessions.

5. To participate in regular supervision and support.

This job description contains only the main accountabilities relating to the post and does not describe in detail all the duties required to carry them out. As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder.

**Developing Health & Independence**

**Assertive Outreach Worker - PERSON SPECIFICATION**

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| **ATTRIBUTES** | **ESSENTIAL CRITERIA** | **DESIRABLE CRITERIA** | **DEMONSTRATED BY (Application, Interview, exercise, other)** |
| **Experience** | • Experience of Needs & Risk Assessment and Support Planning which empowers service users and maximises the independence of people with complex needs.  • Experience of working collaboratively and building strong relationships with partner organisations. | * Experience of working with people who are or have been street homeless or housing vulnerability. | Application/Interview |
| **Knowledge** | • Understanding of the causes of homelessness and social exclusion and approaches which seek to address this.  • Good understanding of Homelessness legislation.  • Understanding of Benefits system including Universal Credit. |  | Application/Interview |
| **Skills** | • Excellent communication and advocacy skills and an ability to engage with service users.  • Ability to provide informed advice and guidance.  • Excellent level of IT literacy in MS Office products and case management systems. |  | Application/Interview |
| **Values and behaviours** | • Ability to support service users in risk taking to support change  • Flexible, proactive and responsive to change.  • Is resilient with a positive approach to the role.  • Commitment to equal opportunities and anti-discriminatory practice.  • Self-motivated, flexible, with versatility and confident to use your own judgement in situations. |  | Interview |
| **Other information** | • Current, valid driving licence and the use of a suitable vehicle for work travel. |  | Interview |