

Support Worker – Rough Sleeper Team

JE Code: JE2269

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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes Council** |
| **Job Title:** | Rough Sleeper Support Worker  |
| **Service:** | Adult Services / Housing Solutions |
| **Reports to:** | Rough Sleeper Manager |
| **Job Family:** | Care and Welfare |
| **Grade:****JE Code:****Date:** | DJE2269June 2021 |

**Key Deliverables**

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| **1.** | Provide a customer-focussed and efficient service to our rough sleeping community, supporting them to achieve positive housing outcomes. Maintain an empathic and adaptable style through a person-centred approach to those with multiple complex needs. |
| **2.** | Refer rough sleepers to specialist agencies and information where necessary. Consider applicants support needs and associated risks, escalating as required and making appropriate referrals, such as safeguarding and prevention assistance. |
| **3.** | Giving advice and information to rough sleeping residents so they understand future housing and their rights and responsibilities in that accommodation. This will include offering guidance on areas such as debt management, protection from eviction, meal preparation, self-care, anti-social behaviour, etc. |
| **4.** | Work collaboratively with internal colleagues in Housing Solutions and Adult Services. Ensuring proactive and collaborative work is undertaken across the Revenue and Benefits service, Local Welfare Provision, Community Support Team and external partners and agencies, including registered providers and private sector landlords. |
| **5.** | To partner and work closely with a Specialist Navigator in a leading field of either mental health, dual diagnosis/substance misuse, supported housing, the justice system and hospital discharges to offer dedicated support to our rough sleeping community.  |
| **6.** | Support rough sleeping residents and colleagues through an understanding of the issues facing rough sleepers and the current government rough sleeping strategy. |
| **7.** | Offer face to face support in the community at known rough sleeper locations to encourage engagement. Confirm and verify rough sleepers reported so ensure statutory obligations are delivered by the Housing Solutions Team. You may also be required to provide support at a location in the community at short notice where urgent assistance or engagement is required. |
| **8.** | Have a thorough understanding of the risks associated with rough sleepers and a strong ability to manage boundary issues involved in working with these residents, adapting your working style to the needs of the situation and individual.  |
| **9.** | Work flexibly within shift patterns and manage time effectively with multiple and sometimes conflicting priorities whist working in a potentially stressful environment that may require the challenging of negative behaviours with a knowledge of harm minimisation advice and techniques. |
| **10.** | Maintain thorough up to date case records and work proactively with the Deputy Manager and Rough Sleeper Manager to ensure that all actions regarding improving the service are recorded efficiently for statistical analysis. |

**Essential Requirements (key skills & qualifications)**

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| **1.** | Working to a field-based rota whilst prioritising workload. |
| **2.** | A sound understanding of current issues affecting rough sleepers and rough sleeper lifestyles with a minimum of 2 years frontline experience of working within this specialist field or equivalent demonstrating a proactive, problem solving initiative to support a wide range of complex customer needs. |
| **3.** | Practical evidence of developing and maintaining good working relationships for partnership working with a wide range of customers, partners and stakeholders. |
| **4.** | Ability to respond effectively to changeable or challenging situations, remaining clam and measured in approach to challenge. |
| **5.** | High level of organisation skills and good level written and oral communication skills, including the ability to provide a high level of negotiation skills and manage complex situations effectively. |

Job Family

Care & Welfare

Grade D



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| **Colleagues Expectations*** Be professional at all times
* Work together for the good of the team, council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Managers expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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**Job Family- Professional & Technical**

**Role Characteristics**

At this level roles solve varied problems and have a work horizon several weeks ahead. They are proactive in seeking solutions to unexpected issues and their experience allows them to work independently within the limits of their team responsibility.

**The knowledge and skills required**

Well versed in the complex technical procedures of their specialism, job holders will have undergone dedicated formal education/training in the development of their expertise. This level is also appropriate for those with graduate level qualifications conferring a theoretical understanding of their field, but without a great deal of specific experience.

While the majority of roles will have demands for manual dexterity in relation to typing and similar functions, other jobs will use a range of equipment requiring precision in their use and handling.

**Thinking, Planning and Communication**

Job holders will need to make judgements and creative choices related to the tasks they carry out and the advice or guidance they give others. Problems are likely to crop up quite regularly and their solutions will come from both standard practice guidelines and reliance upon jobholders' technical expertise in their particular discipline. Job holders will deal with many day to day issues but will also be required to plan ahead several weeks ahead to achieve personal and team goals.

The terminology used within job holders' specialism can be a barrier to communication, so job holders will need to exercise their interpersonal skills to effectively exchange factual information with a range of audiences. Helping others understand issues and make choices will see job holders guide and advise them by determining needs and suggesting alternatives.

**Decision Making and Innovation**

Job holders enjoy some autonomy in determining the best practical approach to meeting goals and targets. Although working in a team context where working to recognised procedures ensures consistency, they will need to respond independently to unexpected problems and situations, referring particularly unusual or difficult issues to a manager.

**Areas of Responsibility**

At this level, rather than provide a straightforward service to others, job holders will need to carefully assess their specific needs and tailor their response appropriately. Alternatively, some roles will be responsible for implementing regulations in such areas as public health, housing or democratic governance.

There will be no supervisory responsibility at this level, but job holders may assist with the orientation of new starters, volunteers or students.

Given the diversity of jobs, the specific nature of responsibilities will depend upon the needs of the team but are likely to be either financial accountability at the level of regular cash handling or monitoring/spending from an agreed budget OR the careful use and maintenance of significant Council assets such as vehicles, equipment, information resources etc.

**Impacts and Demands**

At this level, tasks and duties will be generally carried out in a sedentary position but there will always be a requirement for standing and walking from time to time, and the occasional need to lift or carry items.

The problem solving and decision making elements of these jobs mean that job holders require lengthy periods of enhanced mental attention to attend to duties, while also dealing with deadlines, interruptions and conflicting demands.

Duties will not require job holders to develop and maintain working relationships with people who, through their circumstances or behaviour, place particular emotional demands on the job holder.

Many Professional / Technical job holders find themselves exposed to some disagreeable, unpleasant or hazardous working conditions when the particular needs of their specialism requires them to work on external sites exposed to the weather, in or around refuse and waste plant, close to particularly noisy machinery and in similar environments. Other PT jobs, such as enforcement roles, may also see job holders exposed to verbal abuse and threatening environments. In all cases, job holders will minimise risk and conform to health and safety regulations to mitigate any negative effects of such exposure.