Support Worker – Rough Sleeper Team

JE Code: JE2305

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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes Council** |
| **Service** | Adult Services / Housing Solutions  |
| **Reports to:** | Rough Sleeper Manager  |
| **Job Family** | Care & Welfare  |
| **Grade:** | D |
| **Political restricted** | N |
| **Date:****JE Code:** | October 2021JE2305 |

**Key Deliverables**

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| **1.** | To ensure the male rough sleeping evening shelter is provided with night support cover for those staying overnight. This will be from 9pm to 7am, 7-days a week, via a rota system. This will be a 35 hour a week contract with on a rota that will include weekends of 4 individuals working in teams of 2 each night.  |
| **2.** | Offer face to face support to encourage engagement. Confirm and verify rough sleepers reported so ensure statutory obligations are delivered by the Housing Solutions Team. |
| **3.** | 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. |
| **4.** | To work strategically with partners and MKC departments to provide effective delivery and coordination of out of hours services. This will include close partnership working with the Winter Night Shelter. |
| **5.** | To be responsible for Health and Safety procedures and that standards are met. Taking actions and finding solutions as necessary to manage risk and support needs preventing or addressing problems and failings. To minimise risk and ensure the correct decisions are made when dealing with waking support. |
| **6.** |  To liaise with other partnership agencies and departments across the council to provide an efficient out of hours service. |
| **7.** | Giving advice and information to rough sleeping residents so they understand future housing and their rights and responsibilities in that accommodation. |
| **8.** | 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.  |
| **9.** | Support rough sleeping residents and colleagues through an understanding of the issues facing rough sleepers and the current government rough sleeping strategy. |
| **10.** | 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.  |
| **11.** | 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. |
| **11.** | Maintain thorough and accurate 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. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

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

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| **1.** | Ability to prioritise workload while working to a field-based rota. |
| **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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# Care and Welfare family jobs have as their primary responsibility, the vulnerable members of our community who depend upon the Council for direct advice, guidance and practical assistance. They may personally carry out caring related tasks, or manage those that do, but it is personal interactions with those in our care that are at the centre of these roles.

### Role Characteristics

At this level job holders provide front-line advice and assistance to vulnerable clients in a variety of settings. Working within strict procedural guidelines to ensure their health, welfare and the optimum delivery of Council services. A great deal of post holders’ working time will be spent interacting with individuals as part of a wider care team.

### The Knowledge and skills required

The type of skills and knowledge required for these roles will come from a combination of experience in front-line public service jobs and focused formal training and education. Specific sector qualifications may be a requirement for some roles, but even when this is not the case, job holders will need knowledge of appropriate communication skills and techniques to effectively interact with those in their care.

Many roles at this level will engage with others in assisting with physical tasks requiring greater than normal manual dexterity. This might include cooking, artwork or other domestic and vocational activities.

### Thinking, Planning and Communication

Assessing the immediate needs of others and devising appropriate responses is a central element of roles. Solutions to day to day problems come generally from established practice and guidelines but job holders will also need to be creative in their approach to engaging with those in their care.

Effective communication is at the heart of these roles. Listening to others, assessing their basic needs and working with them to achieve agreed outcomes is central to ensuring their wellbeing. Not all individuals will be able to express themselves eloquently, and others will need straightforward messages couched in accessible terms.

**Decision Making and Innovation**

With the health, safety and welfare of vulnerable individuals of prime importance, it will be necessary for job holders to work within well established guidelines to ensure consistency across the team and service. Within these boundaries job holders will regularly make minor day to day decisions in relation to such things as daily working priorities, choice of client activities or other practical matters.

### Areas of responsibility

The prime responsibility for job holders will be to ensure the welfare of the individuals and family groups they serve. They will be in the front-line of the Council’s response to service users’ needs and will carry out tasks or duties which have a direct impact on them.

Other than assisting new colleagues in their induction by demonstrating duties, job holders at this level will not be expected to supervise or manage others.

These roles are unlikely to have any financial responsibilities beyond the occasional handling of modest amounts of cash, sometimes on behalf of others.

Job holders will create and maintain work records, both written and electronic. There will, in addition, be sole or shared responsibility for the safe use and basic maintenance of a range of equipment, premises and/or vehicles.

### Impacts and Demands

With the emphasis on working with others in a variety of settings, these roles will often see job holders either on their feet or engaged in activities requiring some ongoing physical effort.

Awareness of the actions of children, vulnerable adults and others will call for long periods of sensory attention. Job holders will also be required to have moderate periods of concentrated mental attention, for example when report writing or attending case meetings. Given the range of case work involved, job holders will also experience the pressures of deadlines and conflicting demands.

With constant exposure to vulnerable children and/or adults, many of the working relationships which are central to the role will see job holders needing to exert greater than normal emotional resilience.

Working directly with vulnerable service users will result in some exposure to disagreeable, unpleasant or hazardous environmental working conditions. This may extend to dealing with odours, intimate care and bodily fluids, and will also see job holders exposed to unpleasant

or even threatening people related behaviour from time to time.