

## **JOB DESCRIPTION**

### **Rapid Intervention Outreach Worker**

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<b>Job Title:</b>	Rapid Intervention Outreach Worker
<b>Directorate:</b>	Rough Sleepers, Migrants and Ex-Offenders
<b>Location:</b>	Westminster
<b>Reporting to:</b>	Outreach Coordinator
<b>Responsible for:</b>	Student placements and volunteers as needed

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### **PURPOSE OF THE JOB**

To be responsible for the day to day delivery of the Westminster Street Outreach Service and to ensure that rapid contact is made and sustained with rough sleepers in the borough. Ensuring that day to day intelligence gathering takes place in a rigorous way. Conducting initial and more in-depth assessments with clear, appropriate action plans for a route off the street.

### **KEY RESPONSIBILITIES**

#### **1- Street Outreach**

- To undertake Outreach work on a rota basis including working early mornings, late nights and at weekends if required.
- To make contact with people sleeping rough in Westminster, verify rough sleeping and develop a pro-active working relationships with those individuals found to be rough sleeping.
- To assess the needs of verified rough sleepers in Westminster and recording each contact and assessment on the CHAIN database in accordance with the CHAIN recording guidance

#### **2- Assertive Case Management**

- To maintain a caseload of clients, offering clients assertive and consistent ongoing guidance and support until they are in a position to be able to move from the street into accommodation or support with reconnections and/or signposting to other appropriate support services.
- To ensure that regular case reviews are carried out within agreed timescales and that support plans are implemented and consistently high quality case notes are recorded on CHAIN.
- To source accommodation for rough sleepers within or connected to Westminster.
- To make appropriate referrals in consultation with the staff team.
- To advocate, where appropriate, on behalf of clients with external agencies regarding their welfare rights, Primary Health Care needs and other issues affecting their Health and wellbeing.

#### **3 – Partnership working**

- To maintain constructive working relationships with other service providers, businesses and community/faith groups in Westminster and proactively promote awareness of the Service.

#### **4 - Financial/Administration management**

- To keep accurate financial records, such as Petty Cash reconciliation, in line with the organisation's policies and procedures..
- To ensure that all written work both for internal and external use is of a high standard.
- To ensure the results of all assessments and all service offers are entered clearly and in a timely fashion onto CHAIN.

#### **5 - GENERAL**

- Adhere to St Mungo's Policies and Procedures at all times.
- Cover for other members of the team and division as necessary.
- Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- Attend and participate in divisional and team meetings and other meetings as required.

This job description covers the current range of duties and will be reviewed from time to time. It is St Mungo's aim to reach agreement on changes, but if agreement is not possible, St Mungo's reserves the right to change this job description.

# PERSON SPECIFICATION

## Rapid Intervention Outreach Worker

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Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or covering letter to demonstrate your capabilities, in relation to each point listed under essential requirements in the person specification. Where relevant use your answers to illustrate how your competences have helped you achieve positive results.

### ESSENTIAL REQUIREMENTS

#### Experience

1. Experience of assessing client needs and supporting clients to address their needs through assertive case management.

#### Skills, Abilities & Knowledge

2. Knowledge of the services and legislative environment regarding housing, health, work and immigration as it relates to homeless people.
3. A person-centred recovery focused approach and the necessary social skills to initiate and maintain constructive and appropriate relations with clients and agencies in a detached street and community environment.
4. Ability to network, build enabling relationships and work effectively with a range of local partners, including enforcement agencies.
5. Ability to communicate in English effectively, both verbally and in writing and collate and evidence work and outcomes using case management databases

This post holder is expected to travel inside and outside of Westminster at times.

**The following are required of all roles with St Mungo's. However, you do not need to address these in your application.**

- Genuine interest in and commitment to St Mungo's work and client group.
- An understanding of and commitment to diversity & equality.
- Willingness and ability to work shifts including evenings/ nights, early mornings, weekends, bank holidays including Christmas Eve/ Day and New Year's Eve/ Day.
- Willingness to work flexibly in response to changing organisational requirements.

In the selection and interview process, we will be assessing candidates against the following competencies:

COMPETENCY	PRIMARY INDICATORS
<b>Improving and Innovating</b>	<input type="checkbox"/> Is client and customer focused <input type="checkbox"/> Is open to new ideas, improvement and change <input type="checkbox"/> Handles situations and problems with innovation and creativity <input type="checkbox"/> Shows commercial and financial awareness
<b>Interacting and Influencing</b>	<input type="checkbox"/> Takes responsibility and demonstrates values-driven leadership <input type="checkbox"/> Shows self-awareness <input type="checkbox"/> Works well with other people <input type="checkbox"/> Collaborates and networks effectively internally and externally <input type="checkbox"/> Shows sound communication and influencing skills
<b>Understanding and Doing</b>	<input type="checkbox"/> Able to find and analyse relevant written and numerical information and use it to make sound judgements <input type="checkbox"/> Able to think strategically <input type="checkbox"/> Demonstrates the necessary technical skills and aptitudes at the level that are required for the role <input type="checkbox"/> Has good writing skills at the level required for the job <input type="checkbox"/> Plans, organises and manages time well <input type="checkbox"/> Demonstrates compliance and accountability
<b>Involving and Including</b>	<input type="checkbox"/> Builds client/stakeholder involvement into all activities <input type="checkbox"/> Aware of own level of cultural competence and proactively seeks to develop <input type="checkbox"/> Actively promotes equality, diversity and inclusion among colleagues and clients.
<b>Managing and Empowering (for managers only)</b>	<input type="checkbox"/> Builds a high performing team <input type="checkbox"/> Provides staff with clear direction and support <input type="checkbox"/> Motivates, supports, enables and promotes the wellbeing of their team <input type="checkbox"/> Manages the operational aspects of their function efficiently <input type="checkbox"/> Implements plans, strategies and services effectively <input type="checkbox"/> Actively contributes to service growth