

JOB DESCRIPTION

Job Title:	Rough Sleeper Engagement Worker, Richmond & Wandsworth
Directorate:	South and East London and South of England
Location:	Wandsworth and Richmond (community based)
Reporting to:	Homeless Pathway Manager
Responsible for:	N/A

PURPOSE OF THE JOB

The worker will use assertive outreach methods and build relationships within the community to encourage direct engagement, disseminate information and harm reduction advice, and support to enable and promote access to treatment and sustained recovery.

- To use trauma informed knowledge to liaise with clients who have dropped out of treatment or have difficulty accessing treatment into the RWCDAS treatment system.
- The worker will use assertive outreach methods and build relationships within the community to encourage direct engagement, disseminate information and harm reduction advice, and support to enable and promote access to treatment and sustained recovery.
- The aim of the role is to provide flexible and innovative support to clients and to work in partnership with RWCDAS colleagues and other services to achieve better community penetration and client engagement and retention.
- Offer flexible working hours to accommodate for hotspot activity and increase community engagement.

KEY RESPONSIBILITIES

1. Create and promote situations that facilitate efficient and effective transition for people not engaged or who are disengaging with the Richmond and Wandsworth Community Drug and Alcohol Treatment Service (RWCDAS) with particular focus on rough sleepers and homeless people.
2. Engage with and offer interventions to service users who are considered “difficult to engage”, focusing on harm reduction to support positive change, harness motivation and increase meaningful occupation through access to additional services such as targeted ETE interventions and housing related support.
3. Provide street-based outreach service to identified hotspot areas in partnership with local stakeholders and establish harm reduction programs where appropriate.

4. To take an active role to aid communication for rough sleepers linking with street outreach in Wandsworth and Richmond, criminal justice and other partners in order to improve the shared response for clients using the outreach service and linking into treatment.
5. To keep accurate records of day-to-day outreach activity, and to assist in the collection of monitoring information and statistics, and the production of reports.
6. To be able to take referrals, carry out assessment of need, risk and risk management, carry a caseload and to work together with clients to develop support and recovery plans using SMART goals.
7. To carry out home visits and work in partnership with other agencies to offer drop-ins and group sessions across Wandsworth and Richmond where required.
8. To have a good understanding of the needs of the client group and be able to use theoretical frameworks and models of engagement to encourage the change process and build positive relationships with clients.
9. To work within a culturally competent framework to ensure that the needs of various cultures are met.
10. To work alongside and offer advice and guidance to volunteers and peer mentors for the benefit of clients and the Consortium.

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

Rough Sleepers Engagement Worker

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

ESSENTIAL REQUIREMENTS

Experience, Skills, Knowledge and Abilities – required for application form:

1. Experience of working with vulnerable people and an understanding of the needs of homelessness, and drug and alcohol dependent clients, including those with mental health problems.
2. Experience of dealing with complex and difficult situations in relation to people.
3. Ability to comprehensively assess the needs of substance users and knowledge of the resources available to meet their needs.
4. An ability to apply a psychologically informed approach towards client work and an understanding how this may support the function of the Community Drug and Alcohol Services and the Homeless Pathway.
5. Ability to communicate, liaise and build a partnership with a wide range of people including clients, other staff, representatives of other agencies and the public.

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 hours outside of normal office hours on occasion (time off in lieu will be granted).
- Willingness to work flexibly in response to changing organisational requirements.

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

COMPETENCY	PRIMARY INDICATORS
Improving and Innovating	<ul style="list-style-type: none"> • Is open to new ideas, improvement and change. • Handles situations and problems with innovation and creativity. • Shows commercial and financial awareness.
Interacting and Influencing	<ul style="list-style-type: none"> • Takes responsibility and demonstrates values-driven leadership. • Shows self-awareness. • Works well with other people. • Collaborates and networks effectively internally and externally. • Shows sound communication and influencing skills.
Understanding and Doing	<ul style="list-style-type: none"> • Able to find and analyse relevant written and numerical information and use it to make sound judgements. • Able to think strategically. • Demonstrates the necessary technical skills and aptitudes at the level that are required for the role. • Has good writing skills at the level required for the job. • Plans, organises and manages time well. • Demonstrates compliance and accountability.
Involving and Including	<ul style="list-style-type: none"> • Builds client/stakeholder involvement into all activities. • Is client and customer focused. • Aware of own level of cultural competence and proactively seeks to develop. • Actively promotes equality, diversity and inclusion among colleagues and clients.
Managing and Empowering (for managers only)	<ul style="list-style-type: none"> • Builds a high performing team. • Provides staff with clear direction and support. • Motivates, supports, enables and promotes the wellbeing of their team. • Manages the operational aspects of their function efficiently. • Implements plans, strategies and services effectively. • Actively contributes to service growth.