

Job Title	Horsham Outreach Worker		
Team	Horsham & Mid Sussex Outreach Worker	Reports to	Rough Sleeper Team Manager
Department	Operations	Location	Roffey Place, occasional working from HDC offices and with weekly travel across the local community.
Direct Reports	¥/N	Flexibility for home working	¥/N – exceptional working from home to be approved by manager
Budget Responsibility	¥/N		

Job Purpose

Working closely with the other Horsham Outreach worker, to lead on providing rapid identification, verification and assessment of those who are rough sleeping in an outreach setting in partnership with Horsham District Council. The Outreach Worker will work with those that are rough sleeping, homeless or may be vulnerably housed when required, including those that have enduring and complex needs such as substance misuse and mental health, with the focus on relief from homelessness and empowering clients to access support services.

Key Responsibilities

Outreach Support

- Work in an assertive outreach capacity and be committed to reducing the numbers of people rough sleeping on the streets to zero.
- Conduct thorough, needs led assessments and offer person centred support plans to rough sleepers and those who are homeless (including those insecurely housed / sofa surfing).
- Devise risk assessments and ongoing risk management plans with clients
- Work within a flexible rota, responding to the needs of clients and other services such as Horsham District Council.
- Facilitate supported reconnections for rough sleepers to the services and areas most appropriate for them.
- Be committed to reducing associated anti-social behaviour and rough sleeping hotspots in the Horsham area. Working closely with stakeholder partners / agencies such as the police, community wardens and neighbourhood teams.

- Advise and/or assist rough sleepers to obtain ID and welfare, housing and related rights, including assisting rough sleepers into accommodation placements.
- Advocating for clients where limited opportunities are available to ensure all housing offers and opportunities have been assessed and considered.
- Refer people to specialist services, such as substance misuse, mental health, welfare rights, medical and legal services as appropriate.
- Work with clients who may have been placed in Temporary accommodation to relieve their homelessness, supporting the client in a PIE & Trauma informed way to help them manage their tenancies so they don't return to rough sleeping.
- To lead, contribute and participate in multidisciplinary meetings

Development

- Work within the wider Horsham Team in building relationships and developing reciprocal referral arrangements with partner organisations minimising rough sleeping and homelessness issues in the Mid Sussex community.
- To liaise as required with other statutory, voluntary and church based organisations including collecting, providing information, and attending external meetings.
- To take a multi-agency problem solving approach working in collaboration regarding street counts, case meetings and community initiatives.
- Joint work with other agencies involved with the client such as the local council, treatment providers, local day centres, Church communities, the Police, health professionals and supported housing providers.
- Respond to the needs of your local community, liaising with businesses and residents as required.
- Take every opportunity to involve clients in the design and delivery of services and to provide feedback on the quality-of-service provision.

Compliance with Organisational policies and regulatory requirements

- Abide by Turning Tides' policies and procedures and regulatory requirements at all times and in particular:
 - Health and Safety
 - Adult and Child Safeguarding, Professional Boundaries
 - DPA and Data Management

- Ensure all service policies and procedures are regularly reviewed and well embedded.
- Play an active part in the development and implementation of organisational wide policies and procedures.

Equality and Diversity

- Promote and embed a proactive approach to equality and diversity – by example and in management approach
- Participate in equalities impact assessment and review as required

General

- Strong general IT skills.
- Maintain personal development including participation in supervision and training.
- Undertake any other reasonable duties required by the management team
- Maintain at all times the ethos of Turning Tides.

Specification

Candidates will be assessed based on the following criteria.

Knowledge and Experience

Experience or understanding of the needs and challenges facing people who are or have been homeless, including trauma; addiction, mental and physical health; exclusion and multiple disadvantages.
Good knowledge of welfare benefits, homelessness law and housing issues
Knowledge and understanding of health and safety, lone working, safeguarding and confidentiality.
An understanding of psychologically informed principles and practice, strength-based approaches and trauma informed care

Skill and Abilities

Self-motivated and able to take initiative and make judgments, with the ability to work closely with other team members and call upon them for support when necessary
An assertive, but personalised approach to motivate change and support people away from rough sleeping
Ability to use and maintain records and correspondence using IT, and client data systems. Proficiency to use technology 'on the go.'
Ability to create and develop positive partnership working and collaboration to achieve set goals.

Specific Job Requirements

A full, clean driving licence and use of a car, for which mileage will be paid between outreach visits
Ability to lone work and follow robust lone working safety practices

Flexibility to fulfil regular early morning (at least once a week) and occasional evening outreach sessions as required. Occasional out of hours response to Street Link referrals.
