

Job description

Complex Needs Outreach Worker

- Grade: P01
- Reports to: Kevin Livingston, Street Population Manager
- Direct reports: None
- Your team: Community Safety – Street Population Team
- Service area: Community Safety, Security and Resilience
- Directorate: Homes and Neighbourhoods

Special requirements of the post

Workstyle: Frontline (Full presence, working in the borough full time)

- Colleagues whose role is delivering frontline services to residents, visitors, businesses and/or other colleagues while present in the borough and activities cannot be done remotely.

This post requires a DBS check at the appropriate level (Enhanced)

This is a safety critical post and will be subject to the council's drug and alcohol policy

This post is subject to the council's declaration of interest procedure

This post is designated as politically restricted

Our mission

Islington is a place rich with diversity and culture. As a council our sense of purpose couldn't be clearer: we serve. It's in the logo. We are committed to challenging inequality in the borough

and as one of the largest employers we know that to look after the place and the planet, we have to look after our people. **Together we can change the future.**

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

Overview of the role

- To contribute to the delivery of services to reduce rough sleeping in the borough.
- Manage a caseload of verified rough sleepers that are living on the streets.
- To develop solutions and interventions in conjunction with the outreach team and street population coordinator to move people away from the streets into support.
- To support the function of the severe weather provision and provide move on support to rough sleepers that use this service to prevent their return to the streets.
- To continue to support those in accommodation that are at risk of homelessness and likely to return to the streets
- To keep up to date records for monitoring purposes
- Partnership working with key agencies working with verified rough sleepers to promote the health and wellbeing of those people living on the streets of Islington.

The role will sit within the community safety team, but will support the work of the outreach team, conducting joint shifts with outreach workers. The role will include some shift work, to include early mornings and late evenings.

Key responsibilities

- To liaise with key stakeholders, including providers, service users and community groups, to ensure the collation of consistent and accurate information for Islington's needs mapping and data collection required by the Ministry of Housing, Communities and Local Government (MHCLG)
- To work as part of a team of officers from various organisations, including St Mungo's, Community Safety, police, health providers and supported accommodation venues, to lead a co-ordinated response to individuals living on the streets.
- To conduct outreach shifts with the Council's commissioned outreach service to engage with the living on the street's population, to include, liaising with other professionals such as substance misuse services and prescribing services.
- Assess and support complex needs client and find creative solutions to non-engagement.
- Support clients to assessments and appointments to encourage engagement and compliance.
- To achieve service outcomes and outputs, and personal appraisal targets, as agreed with your line manager.
- To undertake relevant training and development, including meetings, supervision, seminars and other events.
- To be committed to the Council's core values of public service, quality and equality.
- At all times carrying out responsibilities and duties in accordance with all relevant legislation, codes of practice and Council policies and procedures.

- To undertake additional duties commensurate with the grade as directed by your line manager.
- Work in a corporate and collaborative way with other Council officers.
- To ensure that the requirements of Health and Safety legislation and the Council's relevant policies are carried out in relation to the responsibilities of the job.
- To ensure that the services which are provided are clear, accountable and responsive to customer/client needs.
- To use and assist others to use information technology systems to carry out duties in the most efficient and effective manner.
- At all times carrying out responsibilities and duties with due regard to the Council's Equal Opportunities Policy.
- Ensure that all services are provided in accordance with the Council's commitment to Best Value and high-quality service provision to customers.
- Any additional duties consistent with the grade and level of responsibility of this position, for which the holder possesses the required experience and/or training.

Compliance

Ensure adherence to legal, regulatory, and policy requirements under GDPR, Health and Safety, Employee Code of Conduct and in your area of expertise by identifying opportunities and risks, and escalating issues as necessary.

Person specification

Your application form needs to demonstrate how you fulfil the role's requirements. It is essential to address the criteria, as this will be used to evaluate your suitability for the position.

Essential and desirable criteria

Essential: the basic requirements that must be met for someone to be considered for a particular job. These criteria are mandatory and cannot be negotiated. Essential criteria directly impact the core qualifications or skills necessary to perform the job effectively.

Desirable: the additional qualities, skills, or qualifications that would be advantageous for a candidate to possess but are not mandatory. Not meeting them does not automatically disqualify someone from consideration for the job. This also allows candidates who do not possess certain desirable criteria the opportunity to explain how their other knowledge, experience and skills relate to these and what they may be in the process of doing or willing to do to achieve these.

Knowledge, experience, and skills

Point	Criteria description	Essential/desirable
1	Experience of working with rough sleepers or hard to engage clients, either in an outreach capacity or supported housing	Essential
2	Experience of project and case management	Essential
3	Experience of working as part of a team as well as working on own initiative, whilst remaining accountable to line management	Essential
4	An understanding of the complex issues contributing to homelessness and the impact on the lives of individuals and a depth of understanding of the needs and aspirations of homeless people	Essential
5	Excellent inter-personal and communication skills, both written and verbal, and the ability to communicate and present ideas and issues to a wide range of individuals and groups	Essential
6	Ability to develop relationships and network effectively, build successful partnership co-operation and work collaboratively with a wide range of external bodies including public and voluntary sector agencies	Essential

Point	Criteria description	Essential/desirable
7	Knowledge of tools to carry out needs and risk assessments.	Essential
8	Ability to work to tight deadlines and competing priorities to achieve outcomes for rough sleepers including adopting a flexible approach, working early mornings and evenings	Essential
9	Ability to solve problems and negotiate effective solutions	Essential
10	Ability to support and implement the Council's Equality Opportunities Policy	Essential
11	Ability to use computers including word processing, spreadsheets and databases, particularly Microsoft Word, Excel	Essential
12	Willingness to undergo a DBS check	Essential

Our accreditations



Our accreditations include Disability Confident Leader, The Mayor's Good Work Standard, London Living Wage Employer, Stonewall Diversity Champion, and Employer with Heart.