

RUGBY BOROUGH COUNCIL

JOB PROFILE

Post No.

Post Title: Outreach Worker

Unit/Team: Community Advice and Support Team

Grade: E

Service: Communities and Homes

Reports to: Housing Supervisor (Outreach)

Issue Date: 13th January 2025

PURPOSE OF THE JOB

- Work across hospital and community health settings (Place Based Teams and Moving On Beds (MOBs), facilities and units) to deliver proactive housing interventions to achieve prompt discharge, reduce length of stay and help prevent delays in being discharged from hospital and prevent unnecessary admission or re-admissions to hospital.
- Providing housing options, advice and guidance to those who are homeless or threatened with homelessness with the aim to assist with prevention of homelessness at the earliest possible stage in third party locations.
- Outreach work with those who are rough sleeping or at risk of rough sleeping.
- Administering applications from residents approaching the Council as homeless or threatened with homelessness within 56 days.

1. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

1.1 Hospital Based Advice and Support

- 1.1.1 Work alongside all relevant partners to undertake assessment of housing needs on referred & identified patients.
- 1.1.2 To assist in the resolution of housing challenges through appropriate routes, such as; the HEART Service, Duty to Refer process, Lifeline Service and officers of the Community Advice and Support Team.
- 1.1.3 To identify solutions to housing based issues that are preventing / delaying discharge from Hospital or a Move On Bed and returning to their own home.
- 1.1.4 To identify those that are homeless ensuring that a referral has been made to the Housing Advice and Enabling team as appropriate and suitable temporary accommodation identified.

- 1.1.5 To work with clients in Hospital or a Move On Bed to return to their own home or to move into temporary accommodation in line with medical / social worker advice and guidance.
- 1.1.6 Build relationships with key professionals and work collaboratively to overcome barriers preventing hospital discharge. Work directly with the discharge co-ordinator, therapy and social care and support teams to ensure appropriate referrals are completed.
- 1.1.7 Identify other potential sources of funding; Hospital Discharge Grants, Discretionary Housing Payments. Homelessness Prevention Funds, or other charitable grants that may assist with the resolution of financial issues creating a barrier to returning home.
- 1.1.8 To work with Officers of the Housing Advice and Enabling Team at Rugby Borough Council, external partners and agencies to gather information and evidence to deliver a positive outcome for the customer, the hospital and the housing service.

1.2 Co-Located Advice and Support

- 1.2.1 To conduct housing related advice surgeries in the external venues to assess the housing and financial needs of the customers and provide tailored advice.
- 1.2.2 To act as a link between Case Workers and the client as required.
- 1.2.3 To assist with the prevention of homelessness by engaging with external partners and agencies to support clients.
- 1.2.4 To support with the provision of Outreach Services and pro-actively work with clients that are entrenched rough sleepers, or disengaged clients to engage in activities to resolve their homelessness and the underlying causes of homelessness.

1.3 Service Delivery and Improvement

- 1.3.1 To work across the Housing Advice and Enabling Team and wider Communities and Homes Service to ensure that services are robust, harmonious, and meet the needs of clients
- 1.3.2 To work with the Team Supervisors and Lead Officers to ensure that there is a holistic approach to service delivery putting the client at the centre of what we deliver.
- 1.3.3 Keep accurate records and monitor the progress of all case and ensuring records are completed in a timely & accurate manner. Present records at case management and steering group meetings.
- 1.3.4 To provide timely and robust key-performance data to identify blockages to service delivery at an early stage.
- 1.3.5 To encourage a culture of continuous improvement within the team, with all team members involved and responsible for taking the service forward.
- 1.3.6 To be innovative and creative with trialling new ways of delivering a service that meets the needs of clients.
- 1.3.7 Actively contribute to the future development of the service
- 1.3.8 Working with others across the Communities and Homes Service to make best use of IT solutions to assist the work of the team, ensuring it meets our needs and the needs of clients.

- 1.3.9 To integrate equal opportunities and anti-discriminatory practices into all aspects of the post and in particular, work with disadvantaged groups and socially excluded communities to increase resident activity and involvement.

1.4 External Relations

- 1.4.1 Promote new and strengthen existing partnerships in order to improve and expand the current service and strengthen multidisciplinary working approach.
- 1.4.2 Represent the Council at meetings with internal departments and external organisations
- 1.4.3 Arrange and attend case conferences involving other agencies and statutory bodies.
- 1.4.4 To represent the Council at Tribunal and Court as and when required.

1.5 Development of Self and Others

- 1.5.1 To ensure that you are up to date with legislation and best practices for the service area.
- 1.5.2 To demonstrate vision and commitment to delivery of the service.
- 1.5.3 To take responsibility for identifying your own development and training requirements (technical and interpersonal skills based)
- 1.5.4 To strive for continuous improvement of yourself and the team
- 1.5.5 To actively engage in the 1:1 Support and Supervision Meeting

1.6 Customer Care

- 1.6.1 Ensure that the Council's "CANDO" values, Equality and Diversity policies are embedded in service delivery.

2 OTHER DUTIES AND RESPONSIBILITIES

- 2.1 Any other reasonable duties as requested by your manager, in line with individual skills and knowledge, including one off projects

3 SUPERVISORY RESPONSIBILITIES

- 3.1 Coaching of less experienced members of the team

4. FINANCIAL RESPONSIBILITIES

Responsible for protection of public funds through correct administration of the benefits system, allocation of housing and other financial assistance.

5. RESPONSIBILITY FOR ASSETS AND DATA

Responsibility for all the assets within the team, such as IT and office furniture and equipment, and data, especially confidential personal data of all customers

6. EXTENT OF PUBLIC CONTACT

- Residents
- The Police and Department for Families and Children.
- Department for Work and Pensions
- Voluntary and statutory agencies.
- GP's, Health Visitors, Mental Health Resource Centre, Occupational Therapists, Hospital and Social Care Teams, Housing Associations.
- Other local authorities, solicitors and other professional organisations.
- CAB and Mediation Services.
- Other services within the Council and Senior Officers within Housing and other services.
- Councillors and the MP.

7. WORKING CONDITIONS AND ENVIRONMENT

- 7.1.1 The post holder will mainly be required to work across a number locations across Rugby, including hospital and other care settings, partner agencies. There may also be a requirement to work at hospital and other care settings across Warwickshire
- 7.1.2 The post-holder will be required to work flexibly to meet the needs of the service and may be required to work unsociable hours, including evenings and weekends
- 7.1.3 You will be required to have a Basic Disclosure and Barring Service check

8. CORPORATE RESPONSIBILITIES

All staff have to act within the Council's rules and follow all reasonable management requirements. These are contained within: The Council's Standing Orders, Employment Policies, Constitution and Code of Conduct for Employees. Other documents may be introduced at times setting out rules of the Council. These will cover responsibilities and requirements for the following:

Financial Accounting
Equality and Diversity
Health and Safety
Risk Management
Anti- Fraud
Data Quality and Data Protection
Business Continuity
Major Emergency Plan
Procurement and Contract Management
Safeguarding of Children and Vulnerable Adults

Copies of the relevant rules and policy are available on the staff intranet or from your manager

In addition, all employees are expected to behave in line with our Values and Behaviours and challenge other employees whose behaviour is against our values.

9. KNOWLEDGE, SKILLS, EXPERIENCE AND QUALIFICATIONS

Refer to Person Specification attached.

Signed as agreed:

Manager

Date

Postholder

Date

PERSON SPECIFICATION



Post: Outreach Worker

For effective performance of the duties of the post the postholder will be able to demonstrate that they have the skills and/or knowledge detailed in 'Essential Criteria'.

Criteria	Essential/ Desirable	Method of Assessment
Experience of delivering customer-focused support and guidance.	E	A,I
Experience of working with vulnerable and/or older customers.	E	A,I
The ability to advocate on behalf of vulnerable clients who may present distressed and have difficulty in engaging with statutory services.	E	A,I
Excellent listening and communication skills with a wide range of people of all ages and background	E	A,I
Experience of explaining complex issues in a face to face or telephone based environment	E	A,I
A good understanding of the importance of confidentiality, safe practice, safeguarding, anti-discriminatory practice and equal opportunity	E	A,I
Experience of working in partnership to; network, influence, problem solve, overcome barriers and apply solution focused approaches	E	A,I
The ability to work well within a team and under own initiative and of maintaining professional boundaries with customers and partner agencies	E	A,I
Good time management skills and the ability to work effectively under pressure and prioritise to meet deadlines	E	A,I
A good understanding of the Care Act.	D	A,I
A good understanding of housing, homelessness, private sector housing and lifeline services, sufficient to be able to provide advice and signpost.	E	A,I
An in depth understanding of the duty to refer and of local protocols, services and pathways for homeless people.	D	A,I
An understanding of the range of housing issues that can prevent or delay a client being discharged from hospital	E	A,I
A good standard of education to enable the creation of letters undertaking basic arithmetic	E	D
Experience of using IT systems to input and retrieve information accurately	E	A,I
Full driving license and access to a vehicle to undertake home visits across the Borough.	E	A,D

Application	A
Interview	I
Test (written, presentation, practical – e.g. word processing)	T
References	R
Documentary – e.g. certificates	D