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Job Description

BEACON STREET SUPPORT SENIOR OUTREACH WORKER

SALARY:	£31,852 PER ANNUM
LOCATION:	Leeds
HOURS:	37 hours per week
RESPONSIBLE TO:	Pathways Manager
CONTRACT	1 year fixed term contract

Beacon's aim is to focus on Prevention & Early Intervention (risk of homelessness, rough sleeping), Sustainment (independent living, health, employment) and Integration (within communities, increasing confidence)

Base	Street Support office -various city centre locations Parking is not available in the city centre, but we have parking a short walk away.
Hours	37 The post holder will be expected to work some regular shifts that will involve early mornings (4.30 AM – 8.00AM).
Purpose of Job	To work within the Street Support multi-agency team to provide an effective response to engage and assess rough sleepers and support them to access a range of accommodation pathways and opportunities.

Duties and Responsibilities of the Post:

1. To establish contact with rough sleepers; working within Leeds protocols to rapidly assist clients through street outreach shifts at a variety of times and a range of locations in Leeds (Street triage)

2. To identify and target entrenched clients including those unwilling to engage with services, providing assertive outreach.
3. Linking in with the Beacon Intensive Support Environments to provide advice and guidance to staff, as well as transitional support to clients (ongoing case list)
4. Working alongside Beacon community services to prevent unplanned moves by supporting these teams to re-engage with clients who have left their accommodation and returned back to the streets (prevention).
5. To provide comprehensive information and advice to clients regarding their appropriate housing and support options
6. To ensure clients have fair access to services and that they are informed of the progress of their referral regularly.
7. To gain an understanding of the options for clients who have companion animals and to work in partnership with other agencies to assess dogs for the kennels at Oakdale.
8. To maintain accurate and comprehensive records on clients, shared with appropriate agencies and in accordance with the requirements of funders and Beacon.
9. To work as part of a multiagency team to ensure that clients have access to substance misuse and mental health treatment.
10. To work with the Beacon Pathways team in reviewing and updating the Beacon waiting list regularly, notifying clients.
11. To work in partnership with the Street Support Operations Delivery Manager, Leeds Housing Options, the Beacon Pathways team and the accommodation elements of Beacon in order to maximise opportunities for clients to leave the streets.
12. To participate in supervision sessions and team meetings.
13. To participate in and contribute to relevant training sessions when required.
14. To convene and contribute to case conferences where appropriate.
15. To work co-productively with clients and all partner services, sharing appropriate information and providing a responsive service.
16. To co-locate with other services in Leeds and participate in the development and operation of surgeries.
17. To promote anti-discriminatory practice in ways which are consistent with professional, legislative frameworks, organisational policies and values.
18. Contribute to the ongoing review of the service, including the use of research and the development of best practice when working with rough sleepers and initiatives to prevent rough sleepers from returning to the streets.
19. To comply with workplace policies relevant to work practices to ensure a healthy and safe environment is maintained.
20. To participate in street counts when requested and ongoing statistical analysis of clients sleeping rough.
21. To participate in the on-call support rota.

General terms of reference:

In carrying out the above duties the post holder will:

- Work flexibly across operational sites as required.
- To represent the service positively and professionally at organisational and external meetings.
- Work flexibly within an agreed number of hours of work to maintain the most appropriate level of service provision.
- To be responsible for your own personal learning and development where appropriate and undertake training, both mandatory and optional, to increase knowledge, skills and awareness.
- Ensure information is dealt with in accordance with organisational policies around confidentiality, communications, Internet, email and telecommunications and steps are taken to ensure that confidential information is secure.
- To meet individual performance standards as required against Beacon performance and contracted funding requirements.
- To be inducted, supervised, trained, performance managed and appraised in line with the organization's competency framework policies and procedures.
- Keep abreast of development in services, legislation, and practice relevant to the client group.
- To operate within the aims, policies and practices of the organisation at all times and to be committed to and promote the organisation's equal opportunities and anti-discriminatory policies.
- Contribute to maintaining safe systems of work and a safe environment, including lone working systems.
- To undertake any other duties commensurate with the post as determined by the Beacon Senior Manager / Pathway Manager.

Personal Specification

Essential criteria:

1. An understanding of the needs of rough sleepers and those who are Vulnerably housed.
2. Knowledge of Supported Housing.
3. The ability to work with confidence and patience with clients unwilling to engage with services and those that exhibit challenging behaviour.
4. A commitment to personal development.
5. The ability to work unsocial hours as and when required.
6. A commitment to safeguarding vulnerable adults and children.

7. A commitment to diversity in the delivery of services.
8. Computer literacy

And the ability to:

- ✓ Communicate confidently and effectively, verbally and in writing.
- ✓ Respond flexibly to the demands of the post.
- ✓ Work as a member of a team
- ✓ Show a capacity to work alone and the ability to keep calm under pressure.
- ✓ Understand and have a commitment to the principles of equal opportunity and diversity.
- ✓ Employ a mature, empathetic and non-judgemental attitude towards clients.
- ✓ Show commitment to empowering clients to reach their chosen goals.
- ✓ Walk reasonable distances and spend a significant proportion of the working day on your feet. As such a reasonable level of fitness is required.

Desirable criteria:

1. Knowledge of multiple disadvantage and trauma and the connection to homelessness
2. Knowledge of homelessness/housing legislation
3. Experience of working with a variety of different agencies
4. Understanding of the importance of dogs to rough sleepers and a basic understanding of their needs

Social Conditions

We reserve the right to move staff to other areas within the Beacon service as and when required so as to meet organisation requirements.

The job description is issued as a guide to the main duties and responsibilities of the post; it is not intended to be definitive.

Special Requirements

Turning Lives Around requires applicants to disclose all criminal convictions and cautions; no matter how long ago they occurred and regardless of whether the offences were committed as a juvenile or adult. The organisation undertakes an Enhanced Disclosure and Barring Service check for all successful candidates and a confirmed offer of employment is dependent on a satisfactory response from the DBS.