## Role information

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| Job Title: | Homelessness Outreach Worker | Travel Required: | Yes |
| Location: | Black Country(Sandwell, Dudley,Walsall, Wolverhampton) | Position Type: | Full-Time 37.5 hours |
| Service area: | Women’s Justice  | Level/Salary Range: | £24,065 |
| Responsible to: | Head of Service  | Working Hours | Flexible – day time and evening and some weekend work |
| Special Conditions |
| Will require ongoing out of hours outreach work as well as some unsociable working hours |
| Job Brief |
| To provide assertive outreach support for women aged 18 plus who are homeless/at risk of homelessness. The Homelessness Outreach Worker will work across the Black Country to identify vulnerable women and provide effective support to address their homelessness. This support will include daytime community outreach including co-location with partnership agencies to offer an integrated approach to supporting vulnerable women. A large part of the role will consist of evening/nighttime outreach work from our night bus, travelling to ‘hotspot’ areas for homelessness/sex work, and winter night-shelters. This is an evolving piece of work and the post-holder will need to work flexibly to develop the service around the needs of vulnerable women presenting.  |

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| **Working for BCWA** |
| BCWA Values | This role will be an ambassador for BCWA promoting the values of the organisation and all it stands for.The Homelessness Outreach Worker must possess the leadership, skills and commitment to tackling homelessness within our society, acknowledging that women that are homeless/at risk of homelessness need ongoing support with complex needs. BCWA listens, supports and cares  |
| Commitment to safeguarding  | BCWA is committed to safeguarding and promoting the welfare of vulnerable adults, children and young people and expects all staff and volunteers to respond to the needs and interests of children and families. BCWA expects all staff to have a clear understanding and comply with the organisation’s safeguarding policies and procedures at all times , and to  work effectively with  partner agencies to  safeguard  adults, children and families. |

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| **Meeting the Strategic Objectives of Black Country Women’s Aid** |
| 1  | To be responsible for delivery and implementation of professional services that incorporate supportive and preventative strategies to equip service users/ victims/ survivors to keep them safe and free from abuse |
| 2 | To be compliant with GDPR procedures and principles |
| 3 | To develop innovative ways of working with service users based on good practice and evidence based research. |
| 3 | To be an active participant of the organisational strategic plan taking an active role in developing our Women’s Justice Services to meet overall objectives; |
| 4 | To represent the organisation positively contributing to local, regional and national strategy and events; |
| 5 | Work with senior employees to prepare services for externally assessed quality standards; |
| 6 | To contribute to the development of a culture and systems that promote equality and value diversity; |
| 7 | To ensure that the support offer is integrated internally and externally; |
| 8 | To work within the aims and objectives of Black Country Women’s Aid. |

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| **Governance**  |
| 1  | To attend team meetings and make contributions and keep the senior leadership team up to date with the work carried out  |
| 2 | To keep monitoring and statistical information up to date and contribute to reports; |
| 3 | To implement and develop the homeless service’s work plan and lead on integrating the service within BCWA wider services.  |
| 4 | To participate in developing partnerships and networks within and beyond BCWA. This will include the preparation and presentation of reports and plans. |
| 5 | To ensure that all service development internally and externally is modelled on good practice. |

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| **Principal Duties** |
| 1 | Provide an intensive support service to women who are homeless (on-street, hidden or in temporary accommodation) or at-risk of homelessness, aimed at securing and maintaining safe accommodation. |
| 2 | Working to an agreed regular timetable, provide an outreach service in order to identify and actively engage women in need of support, build trust and offer support. This should include:* An evening/night-time outreach service targeting homelessness hotspots, known sex-work beats, winter night-shelters etc. These outreach sessions will be offered by at least two workers drawn from BCWA staff and partner agencies.
* Daytime outreach service via co-location with partner agencies.
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| 3 | Undertake individual risk assessment and support needs analysis with all clients and develop individual support plans with step-wise goals based on their needs.  |
| 4 | Provide strengths-based support, underpinned by motivational interviewing, which makes clients feel empowered and enables them to make informed choices.  |
| 5 | Provide evidence-based interventions, prioritizing basic needs, which ultimately address clients’ homelessness and/or support them to maintain accommodation. |
| 6 | Working within the legal framework surrounding homelessness, champion the rights of women and advocate for them to secure their housing entitlements.  |
| 7 | Respond to multiple presenting issues including domestic violence, sexual violence, sex work, exploitation, substance misuse and offending, offering advice, initial interventions and risk reduction. |
| 8 | Support women to engage with other services including health, parenting, immigration and substance misuse programmes. |
| 9 | Act as an advocate and independent voice for clients, attending multi-agency and partnership meetings where necessary.  |
| 10 | Develop effective partnerships to assist identification of vulnerable women, locate appropriate accommodation and support women to access/maintain it. Key partners will include local Housing First services, local authority housing departments, sex worker support services, neighbourhoods teams, environmental protection officers, housing associations and landlords.  |
| 11 | Develop and maintain strong operational partnerships with agencies to develop a "one-stop shop" from the bus for a range of needs (sexual health/housing/substance misuse/interpersonal abuse). |
| 12 | Develop and maintain a culture and systems that promote equality and value diversity, recognizing and respecting the needs of service-users who face particular barriers when seeking help, including those from hard to reach groups. |
| 13 | To escalate and de-escalate risk appropriately and communicate effectively with multi-agency teams |
| 14 | Manage a caseload effectively, working within agreed timescales, and ensuring case management and monitoring databases are kept up to date. |
| 16 | Attend multi-agency women’s homelessness board meetings to share intelligence on women’s needs and join up support. |
| 19 | Attend national Ending Women’s Homelessness learning events to develop and share good practice. |

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| **General Duties** |
| 1  | To ensure that all work is compliant with BCWA GDPR and Information Security policy and procedures. |
| 2 | To be fully compliant and remain up to date with BCWA’s policies and Case Management procedures and uphold standards of best practice. To remain up to date and compliant with local and regional operational protocols and national legislation and emerging evidence. |
| 3 | To develop, maintain and represent positive, collaborative working relationships with all BCWA staff, being committed as part of the team to providing a high level of support to victims and survivors. |
| 4 | To attend all project steering group meetings, team meetings and training as required, attend monthly supervision sessions, and appraisals.  |
| 5 | To participate in BCWA performance management processes providing robust outcomes and evaluation reports on progress within the role. To participate in target setting within the role and work to established targets.  |
| 6 | Deliver training to partner agencies on supporting homeless women/women with complex needs. |

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| **Safeguarding responsibilities (the individual’s responsibility for promoting and safeguarding the welfare of children and young people they are responsible for, or come into contact with** |
| 1 | You are responsible to ensure children and young people you work with are safeguarded, this includes following BCWA safeguarding policies and procedures and feeding any concerns into your line manager or designated safeguarding lead. |

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| **Important information**  |
| 1  | This job description will be subject to review as part of the annual appraisal process. The post holder will be expected to be flexible in her development of the post and will participate fully in all discussions about the nature of her work and the tasks involved. |
| 2 | Black Country Women’s Aid is committed to safeguarding and promoting the welfare of vulnerable adults, children and young people and expects all staff and volunteers to share this commitment. |
| 3 | Any other duties which the Executive Director may feel necessary from time to time |
| 4 | Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies. The post holder must be female in accordance with the Sex Discrimination Act 1975 Part 7 (2) (e) |

# Person Specification

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| **Qualifications and Experience: You are required to:**  |
| 1 | Hold an NVQ Level 3 in housing, law or a relevant subject working with adults or children, or a relevant degree, or demonstrable equivalent experience, or a vocational qualification. |
| 2 | Have direct experience working with homelessness. |
| 3 | Have experience of working with vulnerable people.  |
| 4 | Have experience managing a caseload and diary.  |
| 5 | Have experience working within a multi-agency and legislative framework.  |
| 6 | Have experience of delivering evidence-based interventions and/or working in an evidence-based outcomes-focused framework |
| 7 | Have experience working within a tendered/formally contracted/commissioned arrangement (desirable) |
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| **Knowledge: You are required to:**  |
| 1 | Have a commitment to the work and philosophy of BCWA and to supporting women who are homeless/at risk of homelessness. |
| 2 | Have knowledge of issues affecting homeless women. |
| 3 | Have knowledge of the infrastructure and policy framework around homelessness  |
| 4 | Have knowledge of the dynamics/impact of domestic and sexual violence and their effects on victims |
| 5 | Understand child protection issues, and the legal responsibilities surrounding these issues.  |
| 6 | Understand the principles of working with complex needs.  |
| 7 | Understand the remits and resources of relevant statutory bodies and voluntary agencies. |
| 8 | Understand and be committed to equal opportunities and diversity issues in policy and practice.  |
| 9 | Understand the impact of trauma. |
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| **Skills/ and abilities: You are required to:**  |
| 1 | Have excellent communication, negotiation and advisory skills, both written and verbal when interacting with a range of agencies and individuals. |
| 2 | Have computer literacy skills and have some experience of working with databases. |
| 3 | Have strong crisis management skills and the ability to deal with stressful and difficult situations. |
| 4 | Have the ability to work independently, be self-directed take responsibility for your own development with evidence of continuous professional development.  |
| 5 | Be able to work as a team member, understanding the importance of seeking guidance and support when required ability to plan and prioritise work activities |
| 6 | Motivate individuals and agencies to move through courses of action and decision making processes.  |
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| **Character and Personal qualities: You will be required to:**  |
| 1 | Be compassionate and empathetic with service user’s situations.  |
| 2 | Show initiative and be proactive when dealing with both service users and partner agencies.  |
| 3 | Act with integrity and respect when working with all service users, agencies and individuals. |
| 4 | Be able to challenge appropriately and effectively where necessary. |
| 5 | Be optimistic about the possibility of personal growth and change.  |
| 6 | Have a level of resilience due to the nature of the role |
| 7 | Have the ability to take responsibility for own actions and behaviour being able to reflect on previous experiences to improve own practice |
| 6 | Remain calm and resilient whilst under pressure and to remain optimistic and persistent. |
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| **Other Requirements: You will be required to:**  |
| 1 | Work across the Black Country. |
| 2 | Travel around the Black Country for community outreach, spend some time co-located with partner agencies as well as being present at times at BCWA sites.  |
| 3 | Work out of hours on the night bus as well as work within sociable hours. |

# Version control and Sign off

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| Job Description produced by:  |  Amy Colbourne | Date Produced | 25.11.2019 |
| Job Description reviewed by: | Kat Bailey | Date reviewed  | Dec 2019 |
| Job Description approved by: | Sara Ward | Date Approved  | 10.01.2020 |