****

**Job description template**

**Job title:** HousingOutreach Worker

**Location:**

**Type of working required:** *Please add detail here as to the type of working arrangements that the candidate can expect i.e. home based/out based/nights/weekends/etc.*

**Department name:** *Delete if N/A*

**About your organisation and the department**: *Please add details here about your organisation i.e. purpose, vision or mission, the type of environment/specific sector that they will be working in. This should provide the candidate with a view on the culture and purpose of the organisation.*

*Example -**We are looking for compassionate, engaging, and resilient people from all backgrounds to join* ***xxxx.*** *We offer a rewarding career and great benefits in a caring, supportive environment where our focus is to make a positive difference in people’s lives.  We understand the importance of a healthy work-life balance and value the commitments you may have and therefore will happily consider flexible working applications. If we can make it work – we will!*

**The purpose of this role is** to provide a person-centred service where planned support and crisis intervention is delivered to vulnerable people with low, medium, and high support needs living in independent accommodation, with the aim of empowering them to successfully maintain their own home. Our motivation is to ensure we equip every customer with the knowledge and tools they need to live independently.

In conjunction with colleagues and Senior Managers, to be responsible for the effective operation of the Support Service, in line with its policies and procedures, including encouraging a co-operative and supportive environment within the service, engaging with, and listening to our customer's views and suggestions and developing new services to meet these needs, shape the provision and drive improvements.

**About the role:**

* Provide information, support, guidance, and training to our customers who may present with low, medium, or high support needs, promote independent living, and encourage them to maximise their skills and choices (i.e. through budgeting, support in training and education, dealing with tenancy related issues, and signposting to specialist agencies).
* To play a key part role in all parts of the service from the initial referral, being able to confidently triage to the right level of support, completing assessments and crisis support as required and to manage a caseload of customers requiring various levels of support.
* To participate at the drop-ins across the service, engaging customers and providing support, advice or guidance as needed.
* To provide person centred and strength-based support to customers who have varying levels of need with housing, mental or physical health needs, training/employment or any other needs that are identified.
* Establish rapport and trust and encourage open and honest relationships to help each customer feel safe, build their confidence and life skills.
* Assisting the customer to recognise times when they may require additional support and ensure they have the information required to access support.
* To effectively signpost customers to external agencies to ensure more specialised support is provided.
* Encouraging the customer to identify their goals and interests and pursue positive and meaningful activities such as social/ recreational and training / employment or volunteering opportunities.
* Review the level of support required for customers in consultation with other agencies and agree an individual support plan and action.
* To provide basic benefits advice, assisting customers in claiming all benefit entitlements and assisting with accessing specialist support.
* To work with customers to identify the skills required to manage their own tenancy, including providing support to overcome issues and challenging situations.

**Job skills, experience, and qualifications:**

* Experience of providing support to a similar client group either in a volunteering or professional role (for example alcohol misuse, mental health, substance misuse, victims of domestic abuse, care leavers, refugees, and offending behaviour).
* An understanding of customer service in a service delivery setting and the ability to adapt your approach to engage a range of different personalities and behaviors.
* Thorough and up to date knowledge of health and safety issues and benefit entitlements.
* Knowledge and understanding of the importance of safeguarding vulnerable adults and children, policies, protocols, and good practice.
* Understanding of housing support needs relevant to our client group and the need for a flexible and person-centered support service that encourages, empowers, and focuses on what people can do rather than what they can’t.
* Knowledge of related services provided by the statutory and voluntary sector.
* Understanding of confidentiality and data protection regulations.
* Ability to communicate effectively with customers, staff, and stakeholders in plain, easy to understand English, both in writing and verbally.
* Demonstrable customer care skills, empathy, and a heart of compassion
* Ability to work flexibly to meet customer needs and service requirements, including working evenings and weekends where the service requires it.
* Demonstrable commitment to equality and diversity and a genuine desire to help people to move forwards, overcome barriers and make positive changes.
* Ability to work as part of a team and build and maintain effective and supportive relationships with peers and partners.

**Essential:** *Core skills needed to undertake the role in addition to the above.*

**Desired:** *Skills that it would be good if the candidate had in addition to the above.*

**Additional details:** *It is strongly encouraged if your organisation follow this policy below, to add a clear statement in this job advertisement of your commitment to inclusivity such as below or to make up a different one of your choice*.

*Example -* *We welcome applications regardless of age, disability, marital status (including civil partnerships), pregnancy or maternity, race, religion or belief, sexual orientation, transgender status, sex (or gender), neurodiversity, employment status, trade union affiliation, or other irrelevant factor. We welcome applications from military veterans or service leavers. We will interview all disabled applicants who meet the essential criteria.*

*Also consider any flexible working arrangement opportunities and any selection processes that you use.*

**How to apply:** *Link to website or email address to send CV to. Please also include a telephone number for those who are visually impaired or blind and an SMS number for those who are either deaf or hearing impaired so they can initiate contact and arrange for support in applying for the job if needed in any way or request a different format or method.*

**Salary range:** *£xxxx - £xxxx*

**Closing date:** xxxx

**For Information please contact:** *Name and contact details of recruiting manager.*