

Job Description

Job Title: Support Coordinator, Outreach

Reports To: Advice Services Manager

Office Base: Ipswich (although we operate a hybrid working model)

Hours: 16 hours (3 or 4 mornings per week, starting 6:00-6:30am, must include Wednesday and Friday)

Salary: £24,977 (pro rata £10,656 for 16 hours) plus 7% pension contribution

Pension Scheme: 7% (plus employee contribution currently 1%)

Annual Leave Entitlement (FTE): 21 days plus bank holidays (pro rata)

Role:

As part of the Rough Sleeper Project, funded by *the Department for Levelling Up, Housing and Communities*, the Outreach worker will offer initial support to people rough sleeping in Ipswich to move off the streets as quickly as possible into appropriate accommodation.

The Outreach worker will be expected to locate people sleeping rough within the Ipswich boundary, encourage and engage them into services.

Main Duties and Responsibilities:

- Work in collaboration and partnership with:
 - Ipswich Borough Council (especially the Rough Sleeper Project Manager, who coordinates the service) *and*
 - partner agencies
- Provide a flexible, responsive service including:
 - Predominantly early mornings but may require some late evenings, to meet local need as identified through information gathering at weekly operational meetings, chaired by the Rough Sleeper Project Manager
 - visiting known hotspots and identified rough sleepers sites, either through Streetlink, IBC rough sleeper inbox or by other professionals' intelligence.
- Conduct regular sweeps to locate and engage with rough sleepers, establish key information such as nationality and route to the street, offer signposting or brief support to break down barriers preventing housing.
- Encourage and support Service Users into services including emergency beds, ihAg's advice services including "Breakfast by Invite", and services provided by other professionals/agencies; often Service Users have complex needs (such as alcohol or substance misuse, language barriers, mental health issues, a history of trauma and/or offending/antisocial behaviour).
- Maintain timely, accurate and up to date records and reports
- Participate in appropriate training and meetings, including active membership of the Rough Sleeper Working Group weekly meetings.
- Any other duties as identified by the Advice Services Manager.

Person Specification

Category	Essential Criteria
Experience of:	<ul style="list-style-type: none"> working with people who are or are at risk of becoming homeless/rough sleepers, who may have complex personal circumstances causing adversity working in partnership with statutory and voluntary agencies managing confidential information finding creative ways to engage with people
Knowledge and Understanding of:	<ul style="list-style-type: none"> using IT and office systems such as databases, Microsoft Office, email, and messaging apps basic Health and Safety including risk assessment and risk management homelessness / housing related issues including eligibility to social housing, homelessness legislation, housing benefit regulations
Skills:	<ul style="list-style-type: none"> ability to work independently, using your own initiative, as well as part of a team ability to assess and manage risk to create a safe working environment ability to maintain professional boundaries excellent written and oral communication, including the ability to negotiate and challenge ability to empathise and have an intuitive connection with Service Users ability to inspire and motivate others ability to keep cool and analytical under pressure
Personal Attributes:	<ul style="list-style-type: none"> empathic and non-judgemental towards Service Users flexible approach to work self-motivated, enthusiastic, and innovative confident, passionate, and committed ability to travel to locations in Ipswich
Category	Desirable Criteria
Knowledge and Understanding of:	<ul style="list-style-type: none"> welfare benefits and immigration local community resources and opportunities