**Job Description**

**Job Title**: Support Co-ordinator, Outreach

**Reports To:** Advocacy Services Manager

**Office Base:** Chapman Centre**,** Ipswich

**Hours:**  19 hours per week

**Salary**: £26,475 (pro rata £13,414)

**Pension Scheme:** 7% pension contribution

**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 a late evening, 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 advocacy 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 Advocacy Services Manager.

**Person Specification**

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| **Category** | **Essential Criteria** |
| Experience of: | * working with people who meet one or more of the following criteria: homeless, at risk of homelessness, have complex personal circumstances which cause adversity
* working in partnership with statutory and voluntary agencies
* managing confidential information
* finding creative ways to engage with people
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| Knowledge and Understanding of: | * using IT and office systems
* basic health and safety
* safeguarding legislation and practice
* equity, diversity and inclusion in practice.
* homelessness / housing related issues
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| Skills: | * ability to work independently, using your own initiative, as well as part of a team
* ability to assess and manage risk
* ability to maintain professional boundaries
* excellent written and oral communication
* 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
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| Personal Attributes: | * empathy and compassion for individuals facing difficult circumstances
* strong ethical standards and a commitment to confidentiality
* flexibility and adaptability in a dynamic work environment
* a proactive and solutions-focused approach to problem-solving
* current full driving licence (or ability to travel to locations outside of the town centre)
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