



Registered Charity No. 1118638

Our Vision – That everyone in our community has a place they can call home

Street Outreach Worker

Pathways is a Chesterfield based charity offering support and advice to people that are homeless and vulnerably housed.

Our mission is to prevent homelessness. We aim to eradicate rough sleeping within our community, and to support those without a permanent home to obtain and maintain one by providing clients with the help, skills and the confidence to resolve their issues of homelessness.

Pathways is the single point of access for single homeless people in Chesterfield, North East Derbyshire and Bolsover. We are looking for a street outreach worker to support the work of Pathways. You will cover Chesterfield, North East Derbyshire and Bolsover, working to engage people who are rough sleeping, in their own environments.

We are seeking someone who has passion and experience in supporting vulnerable people, with strong organisation skills, confident in communication, with an ability to manage competing demands.

Salary £18,828- £20,828 pro rata per annum

Working 37 hours per week, operating over 5 weekdays

25 days annual leave pro rata plus bank holidays

Please fill in an application pack from our website to apply

<https://www.pathwaysofchesterfield.co.uk/vacancies/>

Applications to be received by Thursday 14th October 2021 please email finished applications to vacancies@pathwaysofchesterfield.co.uk or alternatively post to Pathways of Chesterfield, 120 Saltergate, Chesterfield, S40 1NG

Interviews will take place week commencing 18th of October 2021.



JOB DESCRIPTION

TITLE	Street Outreach and Tenancy support worker
SALARY	£18,828 to £20,828 dependent on experience
ACCOUNTABLE TO	Centre Manager
HOURS	37 hours / week over 5 week days
HOLIDAYS	25 days / annum + bank holidays (pro rata)

Main purpose of the job

- 1) To conduct street outreach to support with hard-to-reach people who are rough sleeping or in temporary accommodation
- 2) To manage a case load of people who are rough sleeping or placed in temporary accommodation and support them to find sustainable housing options.
- 3) To work holistically to support people who are rough sleeping or in temporary accommodation to access support to meet their needs.

Key objectives

- 1) Support people who are hard-to-reach and rough sleeping to find sustainable housing options.
- 2) Support people rough sleeping to access other services to meet their needs
- 3) To participate in the day to day running of Pathways service.
- 4) To build relationships with hard-to reach people who are rough sleeping.

Client support duties

- 1) To provide street outreach to people who are rough sleeping.
- 2) To be involved in the Rough sleeper breakfast
- 3) To respond to street link reports within the time frame set.
- 4) To conduct early morning outreach.
- 5) To manage a caseload of clients
- 6) To conduct holistic assessments
- 7) To carry out ongoing support plans and risk assessments
- 8) To make appropriate referrals for housing
- 9) To support clients to ensure they are accessing other support to meet their needs.
- 10) Support clients to ensure they are accessing the right benefits
- 11) To support clients to complete relevant forms
- 12) To support clients to appointments where needed
- 13) Offer home visits to newly housed clients to set up initial tenancy needs
- 14) To safeguard adults and children from harm in accordance to policies and procedures
- 15) To support clients using a multi-agency approach
- 16) To attend relevant multi-agency meetings as require

Record Keeping

- 1) To complete case notes in accordance to policies and procedures
- 2) To keep the client management system up to date
- 3) To process new referrals inline with policies and procedures

Operational

- 1) To work as part of the rota and offer cover when needed
- 2) To work as part of the team to ensure the safety of anyone accessing Pathways including clients, volunteers and staff
- 3) To ensure health and safety and hygiene standards are adhered to
- 4) To ensure Pathways is run in accordance to policies and guidelines

Finance

- 1) To use finances inline with Pathways policies and procedures

Overall project

- 1) To have an awareness of Pathways wider goals
- 2) To participate in activities that promote Pathways
- 3) To represent Pathways at meetings as and when required.
- 4) To continue to develop knowledge and share and support the team

General

- 1) To attend regular teams meetings
- 2) To participate in Pathways supervision and appraisal process.
- 3) To undertake any other duties as requested by the manager.

Person Specification

Qualifications

- GCSE/'O' Level in English Language (Grade A*-C) or equivalent qualification

Knowledge

- Knowledge of current relevant legislation and policies relating to housing and social care
- Knowledge of local health and social care services relevant to the service users who access Pathways support
- Knowledge of issues surrounding homelessness
- Knowledge and understanding of the needs of our service users
- Understanding safeguarding vulnerable adults
- Understanding of confidentiality in a social care setting

Experience

- Experience of support planning and key-working processes
- Experience of conducting risk assessments
- Experience of crisis work with vulnerable service users
- Experience of managing challenging behaviour
- Experience of organising resources and prioritising workloads to meet deadlines

Skills

- Ability to work cooperatively and supportively with others as part of a team
- Ability to build relationships with service users, gaining their trust and understanding their needs
- Ability to communicate effectively with people at all levels in a variety of situations
- Ability to implement the aims and objectives of Pathways at a functional level
- Computer literate and competent with Microsoft Office Software
- Ability to use client record management systems

Personal qualities

- Strong Listening skills
- Empathic approach
- Non judgmental
- Commitment to professional development