



JOB DESCRIPTION

POST: Reconnections Worker

GRADE: PO1

DEPARTMENT: Housing

SECTION: Housing Needs

REPORT TO: Georgina Earthy

Hours of work: 35 Hours per week

PRIMARY JOB FUNCTION

- To contribute to the delivery of MHCLG funded services to reduce rough sleeping in the borough.
- The post holder will work with people to reconnect them to home areas. Once a reconnection is made support networks in the home area will be identified from statutory, voluntary sector providers as well as appropriate family and social networks, where viable. This will require a high degree of flexibility, judgement and discretion.
- The role will carry a case load of rough sleepers with complex needs who require additional support and an intensive casework intervention so that they access or accept housing and support in their home area and are linked with appropriate services to sustain the outcome.
- To develop solutions and interventions in conjunction with the outreach team and street population coordinator to move people away from the streets into accommodation.
- The post holder will be expected to accompany the person to his or her last settled base and ensure that support, advocacy and housing advice are available as and when required in support of the outcome.
- To keep up to date records for monitoring purposes both for MHCLG and CHAIN
- To support the function of the severe weather provision and provide move on support to rough sleepers that use this service to prevent their return to the streets.



- Partnership working with key agencies working with verified rough sleepers to promote the health and wellbeing of those people living on the streets of Islington.

The role will sit within the Housing Needs Department, but will support the work of the outreach team, conducting joint shifts with outreach workers. The role will include some shift work, to include early mornings and late evenings.

DUTIES AND RESPONSIBILITIES

To liaise with key stakeholders, including providers, service users and community groups, to ensure the collation of consistent and accurate information for Islington's needs mapping and data collection required by MHCLG.

To work as part of a team of officers from various organisations, including St Mungo's, Community Safety, police, health providers and supported accommodation venues, to lead a co-ordinated response to individuals living on the streets.

To conduct outreach shifts with the Council's commissioned outreach service to engage with the living on the streets population, to include, liaising with other professionals such as substance misuse services and prescribing services.

Assess and support rough sleepers to find creative routes off the streets for rough sleepers.

Support clients to assessments and appointments to encourage engagement and compliance.

GENERIC DUTIES

- To achieve service outcomes and outputs, and personal appraisal targets, as agreed with your line manager.
- To undertake relevant training and development, including meetings, supervision, seminars and other events.
- To be committed to the Council's core values of public service, quality and equality.
- At all times carrying out responsibilities and duties in accordance with all relevant legislation, codes of practice and Council policies and procedures.
- To undertake additional duties commensurate with the grade as directed by your line manager.
- Work in a corporate and collaborative way with other Council officers.
- To ensure that the requirements of Health and Safety legislation and the Council's relevant policies are carried out in relation to the responsibilities of the job.



- To ensure that the services which are provided are clear, accountable and responsive to customer/client needs.
- To use and assist others to use information technology systems to carry out duties in the most efficient and effective manner.
- At all times carrying out responsibilities and duties with due regard to the Council's Equal Opportunities Policy.
- Ensure that all services are provided in accordance with the Council's commitment to Best Value and high quality service provision to customers.

Post holder Declaration

Signed:
Name
Date:



PERSON SPECIFICATION

The person specification is a picture of skills, knowledge and experience required to carry out the job. It has been used to draw up the advert and will also be used in the short-listing and interview process for this post.

You should demonstrate on your **application form** how you meet each of the following essential criteria. Please ensure that you address each one of the criteria as this will be used to assess your suitability for the post.

Department: Housing Needs		Section: Supported Accommodation Team
Designation: Reconnections Outreach Worker		Grade: PO1
EDUCATION and EXPERIENCE		A/I/T
E1	Experience of working with rough sleepers or hard to engage clients, either in an outreach capacity or housing advice role	A
E2	Experience of project and case management.	A/I
E3	Experience of working as part of a team as well as working on own initiative, whilst remaining accountable to line management.	A/I
E4	Up to date knowledge of relevant housing legislation	A/I
KNOWLEDGE, SKILLS and ABILITY		
E5	An understanding of the complex issues contributing to homelessness and the impact on the lives of individuals and a depth of understanding of the needs and aspirations of homeless people	I
E6	Excellent inter-personal and communication skills, both written and verbal, and the ability to communicate and present ideas and issues to a wide range of individuals and groups	A/I
E7	Ability to develop relationships and network effectively, build successful partnership co-operation and work collaboratively with a wide range of external bodies including public and voluntary sector agencies	I
E8	Knowledge of tools to carry out needs and risk assessments	A
E9	An awareness and understanding of the support needs of vulnerable adults including the importance of supportive relationships, fulfilling lives, developing resilience and preventing homelessness	A/I
E10	Knowledge of systems and ability to develop and implement administrative arrangements.	A



E11	Ability to work to tight deadlines and competing priorities to achieve outcomes for rough sleepers	A
E12	Ability to adopt a flexible approach to work, including working early mornings and evenings to meet the needs of the service.	A
E13	Ability to solve problems and negotiate effective solutions.	I
E14	Ability to support and implement the Council's Equality Opportunities Policy	A
E15	Ability to use computers including word processing, spreadsheets and databases, particularly Microsoft Word, Excel	A
E16	Ability to contribute to the Council's Best Value objectives and Reviews.	A
COMMITMENT TO EQUAL OPPORTUNITIES		
E17	Ability to adhere to the Council's Dignity for All policy.	A/I
SPECIAL REQUIREMENTS OF THE POST		
E18	This role will require you to obtain an Enhanced satisfactory clearance from the Disclosure and Barring Service formally known as the Criminal Records Bureau (CRB) Disclosure	
E= Essential		
*Assessed by: A= Application I= Interview T= Test W= Weighted Criteria		