Role Profile

Job Family: Specialist Housing

Job title: Outreach support worker

Salary: FTE £26,228

Line manager: Outreach Support Manager

Role context:
At Peabody we are committed to providing assistance to our own vulnerable tenants and people living in our communities who need support to live well and independently. We provide specialist housing, care and support to people who are socially excluded, disabled, unwell or homeless.

Purpose of Role
You will provide a 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 them maintaining their home.

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, listening to customers' views and developing new services to meet these needs.

Key Responsibilities
Intensive Housing Management

- To provide pre tenancy guidance and ongoing support to customers on all tenancy matters, including assistance to furnish and move into properties.
- To enable customers to abide by their tenancy agreements, giving advice and assistance on dealing with police and courts where this relates to housing matters.
- To provide basic Welfare 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 assistance to deal with difficult situations.

Support Work

- Provide information, support, guidance and training to customers with low, medium and high support needs to increase their independent living skills i.e. increasing and encouraging independence, budgeting, support in training and education, dealing with tenancy related issues, signposting to specialist agencies.
- To participate 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 hold an individual caseload of customers requiring various levels of support living either in the community.
- To participate at the drop-ins across the service, providing support, advice or guidance as needed.

- To provide support to customers who have varying levels of need with housing, mental health needs, other health related issues, training/employment or any other needs that are identified.
- To encourage customers to recognise the benefit of additional support services related to their mental health, drug and alcohol misuse problems, or other health issues and assist with access to these services.,
- To effectively signpost customers to external agencies to ensure more specialised support is available.
- Assisting the customer to recognise times when they may require additional support and ensure they have the information required to access support.
- Encouraging the customer to pursue social/recreational activities, training and employment opportunities.
- Review the level of support required for customers in consultation with other agencies, agree an individual support plan and action.
- Plan a structured programme with the customers on tier 3 to reduce the support, making them aware of the drop-in service provided should they need one off support, advice or guidance.
- Ensure that customer participation and consultation forms an integral part of the management of the service.
- Ensuring targets are met in relation to specific areas within the Service.
  Encouraging customers to set realistic goals and supporting them in making and implementing informed decisions regarding their futures, including by: providing information on emergency and relevant housing options, enabling customers to access health care/ training/employment/ attending court / other agency appts/securing benefits & grants and undertaking risk assessments to individual clients.
- To be flexible and work across the Essex service should there be a need, or if the demand for support or guidance is excessive in a particular area.

Customer Involvement

- To actively encourage customers to participate in the organisations customer involvement programme. (Meetings, Forums, trips, activities)
- To keep on the agenda as part of the customers individual support plan.
- To ensure customer involvement is part of the support plans with clients
- To share responsibility with colleagues in planning, arranging and participating in customer involvement activities.
- To ensure equal access to all customers in any customer involvement activity
- To maintain accurate documentation relating to customers and for this to be up to date.
- To review the operational policies in consultation with customers and other agencies.

Other skills

- To maintain links with relevant statutory and voluntary organisations.
- Implement Peabody's Equal Opportunities policy as an integral part of the duties.
- Undertake some evening and weekend work dependent upon the customer's individual needs.
- To support and mentor volunteers, enabling them to actively deliver an holistic outreach service.
- Undertake any other duties consistent with the above as requested by management.

Skills/Experience required

- Experience of providing support to the designated client group either in a volunteering or professional role.
- An understanding of customer service in a service delivery setting.
- Thorough and up to date knowledge of health and safety issues relating to the designated client group.
- Thorough and up to date knowledge of welfare benefits for the designated client group.
- Thorough and up to date knowledge of safeguarding vulnerable adults and children local policies, protocols and good practice.
- Understanding of housing support needs of the designated client group and benefits of a flexible, outcome focused and personalized support service whilst supporting people to help themselves.
- Knowledge of related services provided by the statutory and voluntary sector.
- Understanding of confidentiality and data protection issues.
- Ability to communicate effectively with customers, staff and stakeholders in plain, easy to understand English, both in writing and verbally..
- Demonstrable customer care skills.
- 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 with support needs connect with their community.
- Ability to work as part of a team and build and maintain effective and supportive relationships with peers and partners.
- Excellent time management skills and demonstrable ability to meet deadlines and achieve goals.
- To have comprehensive I.T. skills and be able to use packages such as Office Outlook, Word and Excel, Internet and data base systems and ability to maintain electronic records, with attention to detail.
- Approachable with a can-do attitude.

Peabody Values:

Our employees have helped define the values of the new organisation. We will be:

- **Ambitious** – we are ambitious for our customers, for our communities and for each other.
- **Caring** – we are caring in the way we work, and how we treat the people we work with, whether they're our customers, partners or employees.
- **Collaborative –** we work collaboratively with each other, and with partners and stakeholders, to deliver more for our customers.
- **Empowering** - we support and empower our customers and colleagues to help them realise their potential.
- **Trusted –** we can be trusted to keep our promises; we do what we say we will.