**LONDON BOROUGH OF LEWISHAM**

**JOB DESCRIPTION)**

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| Designation: | **Rough Sleeper Coordinator** | Grade: | **PO2** |
| Reports to  (Designation): | **Housing Options & Advice Service Manager (Single Homeless)** | Grade: | **PO7** |
| Directorate: | **Customer Services** | Section: | **Housing Needs and Refugee Services** |

**Main Purpose of the job:**

To reduce Rough Sleeping in the Borough by coordinating the other services funded by the rough sleeping initiative.

To implement and fully adhere to the duties placed upon the local authority under the Homeless Reduction Act 2017

To work with identified rough sleepers in Lewisham to identify appropriate housing solutions.

To manage the partnership between Bench Outreach’s Housing First Project and the Housing Needs Service Group

To manage the partnership between 999 Club Emergency Night Shelter and the Housing Needs Service Group

To lead on monthly task and target meetings for all Rough Sleepers in Lewisham, ensuring that every identified eligible rough sleeper has an effective personal housing plan with an identified housing outcome

To manage Rough Sleeper Initiative Resources to ensure that accommodation can be procured for rough sleepers and that other barriers to obtaining accommodation can be removed

To ensure that move on targets from No Second Night Out Hubs are met

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**Summary of Responsibilities and Personal Duties:**

Identify and assertively work with individual rough sleepers within Lewisham.

Liaison with London Street Rescue, 999 Club, Bench Outreach, Jericho Road Project to ensure that all rough sleepers have an identified housing solution to end their rough sleeping.

Carry out Needs and Risk Assessments with identified rough sleepers to put in place effective and personalised Personal Housing Plans to secure access to services which are suitable for their immediate needs, and make appropriate referrals in partnership with them to establish a sustainable life away from the streets as quickly as possible

To be the main point of contact for all agencies working with Lewisham Rough Sleepers, including prioritising cases to maximise resources.

To track the progress of the referrals made in respect of identified rough sleepers

To give clients advice, information and provide an enabling service so that they can access appropriate services, e.g. health, mental health, employment and training, drug and alcohol services.

To maintain records in line with the service operational procedures.

To develop and implement working protocols with relevant agencies that will allow information sharing and joint working to benefit the service user in line with GDPR

To provide monitoring information as required by the service and the MHCLG who fund the post.

To lead on the organisation of annual street counts/audits.

To work with the Supported Housing Pathways Manager to ensure that Rough Sleepers needing supported housing are suitably prioritised

To liaise with the Private Sector Housing Service to ensure an economic supply of private rented sector accommodation is available to rough sleepers and partners working with rough sleepers

To perform as part of the Single Homeless Intervention Service in the Borough, while attending and participating in regular meetings across Lewisham. To attend appropriate training courses and participate in skills sharing sessions within teams across the partnership. To act as chair and lead for the Lewisham monthly rough sleepers meeting

**Personal Duties**

To lead on regular case-conferences

At all times adhere to relevant legislation, good practice and policies and procedures, including Health and Safety, Lone working, Confidentiality and Equal Opportunities.

To collect and collate qualitative and quantitative data on the profile of the rough sleepers within Lewisham.

To support analysis of this data, indicating areas of unmet need, and contribute to recommendations for changes in services

Keep accurate and up to date records in line with relevant policy and ensure that data is collected as required.

To carry out all necessary administration in relation to casework tasks including monitoring.

To carry out any other duties necessary to the smooth running of the project.

To carry out the duties of the post with due regard to the Council’s Dignity at Work Policy and core values.

To carry out the duties of the post with due regard to the Council’s Equal Opportunities Policy and core values.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

All employees are required to comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public.

Assist in carrying out the Council's environmental policy within the day to day activities of the post.

Undertake other duties, commensurate with the grade, as may reasonably be required

Internal Contacts: This will include Housing Solutions Officers, Housing Options & Advice Service Managers, Independent Move on Officer, Procurement Manager

External Contacts: 999 Emergency Shelter Manager, Housing First Manager, Housing First Officers, Supported Housing Pathway Manager, Jericho Road Project Manager, London Street Rescue Outreach Workers,

Consideration will be given to restructuring the duties of this post for a disabled post holder

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: None

Title: Grade No of posts

Number of partially managed staff: None

Title: Grade No of posts

Revised July 2018

**PERSON SPECIFICATION**

**JOB TITLE: Rough Sleeper Coordinator POST NO:**

**DEPARTMENT: Housing Needs and Refugee Services**

**GRADE:** **TBA**

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked **'S'** will be used especially for the purpose of shortlisting.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

**Equal Opportunities**

Commitment to implement the Council’s Equal Opportunities policies and an awareness of Equal Opportunities issues with specific reference to Rough Sleepers **S**

# Knowledge

Thorough knowledge of the legislation and duties owed to single homeless persons by the

Council under The Homeless Reduction Act 2017, Part V1 and Part V11 of the Housing Act 1996, Homelessness Act 2002 & Localism Act 2011 **S**

Knowledge of the Code of Guidance issued by the Department for Communities & Local Government for local authorities 2018

Up to date knowledge of all relevant case law pertaining to single homelessness and its application

Detailed working knowledge of homeless relief initiatives and their application and effectiveness **T**

Detailed working knowledge of the welfare benefit system and its application **S**

Detailed working knowledge of other agencies, both statutory and voluntary providing relevant advice and assistance to customers under alternative legislation and in all forms of tenure **S**

Knowledge of the housing problems faced by an inner London borough **S**

# Aptitude

* Passionate about the role of housing in shaping people’s life chances
* Ability to balance respect and empathy for the client with the ability to impartially scrutinize evidence in casework
* Demonstrate a positive attitude towards customer service, putting them at the heart of the service;
* Good emotional control and resilience
* Be highly self motivated and be able to work flexibly under pressure
* Demonstrate a flexible and innovative approach to problem solving
* Demonstrate an ability to deliver the Council’s homeless prevention agenda
* Able to negotiate solutions that are commercially beneficial to the Council
* Ability to be pro-active and creative in resolving complex customer problems
* Able to keep abreast of new case law in respect of homelessness as it is developed and ability to interpret it’s effect on working practices
* To act as part of a Management Team and to Deputise for Line Manager

# Skills

A high level of ICT skills to use packages such as word, excel, outlook and bespoke databases

Excellent interviewing skills to extract relevant information from customers and complete accurate assessments

Excellent communication skills at all levels, including funders and government departments

Excellent negotiating skills with varied parties, including partner agencies and internal colleagues

Excellent written skills to be able to produce detailed and accurate reports and letters to the public and other professionals

Ability to avoid and manage conflict and stress

# Experience

Experience of working with Single Homeless People and in particular Rough Sleepers and a keen understanding of the types of challenges faced by rough sleepers **S**

Experience of finding solutions to rough sleeping with diverse clients of differing needs and vulnerabilities **S**

Experience of forming excellent partnerships and working relationships with a host of different external stakeholders **S**

Experience of working on own initiative and to manage own caseload in a peripatetic role **S**

Experience of working with a complex client group including those with complex mental health needs, substance use needs and other complex and entrenched lifestyles. **S**

Experience of producing detailed and accurate reports and letters to the public and other professionals **S**

Experience of working in a demanding front line service in a housing environment **S**

Experience of “front line” interviewing and of dealing effectively with confrontational situations

Experience of working effectively as a part of a busy team as well as being able to manage your

own case load

Experience of advocating on customer’s behalf with other statutory and voluntary agencies and

members of the public

# General Education

A good standard of general education

Undertaken some form of housing related training or alternative housing related experience

# Personal Qualities

Be flexible in working across the wider Housing Needs Service as required

A passionate approach to ending Rough Sleeping

# Circumstances

Required to deliver the housing needs service at different locations and Council offices

Required to work outside of normal office hours in times of high customer demand

Required to deliver out reach surgeries

**DBS Disclosure Required? No Basic Enhanced**

✓

(Tick as appropriate – guidance available from your HR Advisor)

**Physical**

Generally candidates must meet the standard Lewisham requirements for the post

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet requirements.