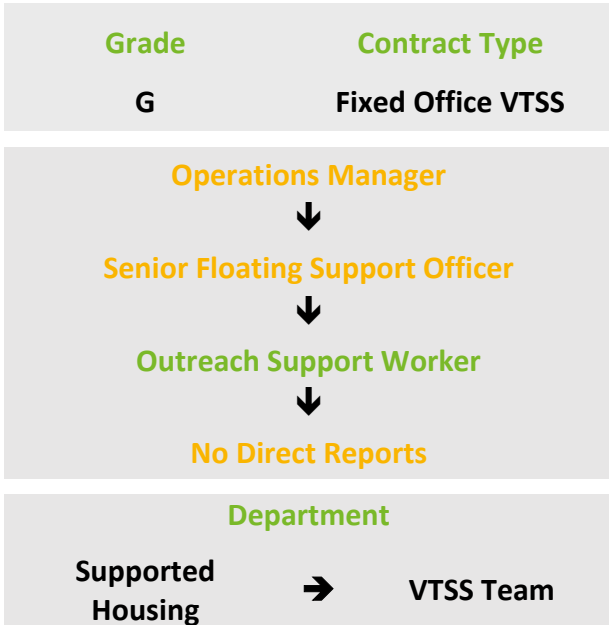


Outreach Support worker



Role Overview

Provide housing related support and advice to vulnerable people including, undertaking a daily morning street walk to meet people sleeping outdoors, and build relationships to help them source and secure appropriate accommodation and live independently in a community setting.

This post is subject to an Enhanced DBS check

RESPONSIBILITIES

- To conduct street walks starting at 7.00am Monday to Friday with another colleague, within a Warrington Town Centre, some lone working will be required, using appropriate risk management including a lone worker device
- To provide practical support and advice to rough sleepers and homeless individuals, to assist with their transition to supported or temporary accommodation, reducing their risk of homelessness also offering resettlement/tenancy sustainment support when housed.
- Providing strengths-based customer led support to help individuals build on existing life skills. Motivating and coaching customers to address any barriers or challenges they face.
- Managing relationships with a range of service providers/partners to ensure the appropriate services are available to customers.
- Ensure professional boundaries and confidentiality are maintained as appropriate
- Assist in the design and delivery of the service, to ensure the services respond appropriately to customers' needs
- Maintain comprehensive customer case files, including up to date signed and dated support plan, risk assessments and daily contact sheets.
- Work alongside Warrington Borough Councils Housing Advice Team, to provide practical support to customers, in either temporary or supported accommodation, in response to The Homelessness Reduction Act 2017.

Our values

Honest & Reliable

We are authentic, open and dependable; and we do what we say we'll do.

Caring

We show kindness and consideration to our customers and each other.

Respectful & Fair

We listen to people, and strive for equity and inclusivity in all that we do.

Through our **passion** for housing, more **people** have a **safe** place to call **home**

- Contributing to key performance indicators (KPIs) for the VTSS service ensuring the service provided achieves targets set.
- Undertake additional duties appropriate to the role and/or grade. Ensure a flexible approach as the service may require changes in procedure, performance management and working practices.

STRENGTHS

- Excellent written, verbal communication, numeracy, and literacy skills
- Ability to undertake assessments and develop support plans with customers.
- Strong attention to detail
- Ability to prioritise and manage workload.
- Ability to build and sustain professional relationships with customers
- Confident user of Microsoft packages (Word/ Excel/ Outlook/Teams)

ESSENTIAL REQUIREMENTS

- Ability to develop trusting and supportive relationships with individuals who are rough sleeping or vulnerably housed
- Ability to work creatively and empathetically with individuals with vulnerabilities or complex needs
- Knowledge / understanding of housing related support and how to achieve positive customer outcomes
- Understanding of the welfare benefits system

BENEFICIAL TO THE ROLE

- Full UK Driving Licence and use of a vehicle
- Knowledge of housing legislation e.g., The Housing Act 2004 and The Housing Reduction Act 2017
- An understanding of safeguarding and mental health services
- Experience of working collaboratively with partner agencies to achieve positive outcomes for customers

- Experience of working in a comparable Service


Our values


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Through our passion for housing, more people have a safe place to call home