



# Spring | Housing Association

## Outreach & Engagement Worker

*Homelessness & Rough Sleeping Housing Pathway (Cannock Chase District Council & Lichfield District Council)*

### Applicant Information Pack

**Closing Date: 9.00 am – 05 September 2019**

*Spring Housing Association is dedicated to safeguarding all of our customers, and expects staff, volunteers and contractors to share this commitment. Applicants must be able to undertake a DBS check and provide a satisfactory certificate if required.*



## MISSION STATEMENT

*“To create long term prosperity by investing to prevent homelessness, poverty and social isolation and to inspire and unlock people’s potential.”*

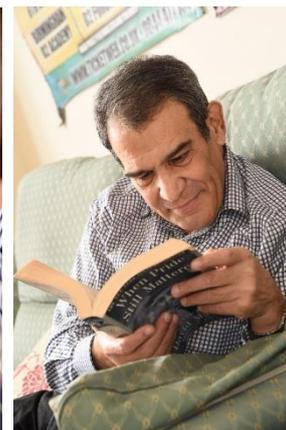
## AIMS AND OBJECTIVES

- To provide high quality accommodation for people in housing need
- To prevent and reduce Homelessness.
- To assist people on a journey away from housing need towards a future of stability, happiness and independence.

## OUR VALUES

- ✓ Positivity and Giving Opportunities
- ✓ Creating Quality Homes and Happy Lives
- ✓ Building Memories and Focussing on Futures
- ✓ Proudly Supporting Each Other

## THIS IS US!



## About Us:

Spring Housing Association formed 5 years ago in 2014 and became a registered charity in August 2015.

We are a charity working with people in need of accommodation and tenancy related support across the West Midlands. We work in conjunction with the private sector and housing associations to provide general needs and specialist services to:

- Care leavers
- People who are homeless or at risk of homelessness
- Refugees

We deliver a range of person-centred services to support individuals to *obtain, maintain* and *sustain* accommodation long term. We have over 650 units of accommodation across 15 local authorities.

We currently employ over 70 staff and operate throughout Birmingham, Worcestershire, Herefordshire and Staffordshire. We really value our staff team – they are the reason Spring provides excellent services. Our staff embrace and live our values on a day to day basis.

We provide *exempt* accommodation housing and support solutions across 6 geographical regions and 15 local authorities.

Our main area of work is:

- ✓ Accommodating and supporting people who are homeless: we provide intensive housing management support to support people to move on to more permanent accommodation.
- ✓ Providing accommodation and support to Refugees largely under the government Syrian Vulnerable People Resettlement Programme.
- ✓ Accommodation and support for 16-17-year-old care leavers and asylum-seeking unaccompanied children and a housing/support service for 18-25-year olds.
- ✓ Advocacy and development in the homelessness sector with a focus on improving standards in the PRS and supported accommodation sector.

### Staff say:

“Spring goes above and beyond; doing what needs to be done to help an individual”

“Flexible working/ find ways to make it work rather than saying ‘no’”

“Creating homes, not just housing”

Staff Roadshow – Creating Spring Values 2018

### Customers Say:

“Spring is very good. Good housing and takes care of people”

“the staff here are very polite sincere and helpful”

“I would recommend spring to anyone”

Customer Survey 2018

## Benefits of Working with Spring:

- ✓ Flexible working hours including part time hours, evenings and weekends
- ✓ 30 days per annum including bank holidays
- ✓ 1 day's paid leave (pro rata) on your birthday
- ✓ Contributory pension scheme
- ✓ Health4All – Cash Plan. Individual cover provided after 6 months service with the option to upgrade
- ✓ Bike to work scheme - lease a new bike and spread the cost over/up to twelve months interest free payments
- ✓ Employee assistance programme – free confidential advice and counselling
- ✓ A commitment to staff training and development.

## Thank you from Dominic Bradley.

Dear Applicant,

I would like to thank you for your interest in working with Spring Housing.

I'm really excited by the direction Spring is taking as an organisation. We started in 2014 to get back to the original ethos of why housing associations were initially established, we saw that the housing crisis was getting worse and that homelessness continued to be a major issue across the Midlands and we wanted to use our relationships with private sector landlords to bring private houses into social use for social purpose. We believe we are still living to our original purposes and making a real difference to our customers lives.

We have only been able to do this through the dedication and commitment of our staff. They have been fundamental in the lives of our customers and the success of our services to date.

I'm sure, if you are successful that you will see what makes Spring different! We are a relatively new organisation with a "can-do" attitude, and diverse in our services and people. It's a really exciting place to work and you will be joining and contributing to an organisation with a real passion to make a long term difference to the lives of our customers.

If you are successful in your application, we will assist you to settle into your new role and team as quickly as possible.

I hope that you find this information useful and informative during the application process. If you require further information, please email [recruitment@springhousing.org.uk](mailto:recruitment@springhousing.org.uk) or visit our website

Yours sincerely

**Dominic Bradley**  
**Managing Director**

## Job Advert – Outreach & Engagement Worker

Homelessness & Rough Sleeping Housing Pathway (Cannock Chase District Council & Lichfield District Council)

Fixed term post for 2 year

Number of Posts: X1

We are currently looking for 1 Outreach & Engagement Worker to work alongside the Service Manager to develop our new Homelessness & Rough Sleeping Housing Pathway service within the Lichfield and Cannock districts.

The overall aim of the project is to support individuals off the street or out of precarious housing situations and ensure any accommodation offered is sustained in the long term and reducing the incidence of rough sleeping and repeat homelessness.

The Ideal candidate will have excellent written and verbal communication skills and the ability to manage and prioritise your workload according to the changing demands of the services as it rolls out. In particular, you will need:

- ✓ A commitment to and understanding of supporting and meeting the needs of vulnerable groups
  - ✓ Strong work ethic is essential
  - ✓ NVQ level 2 (or above) in Health and Social Care is desirable
  - ✓ Excellent written and verbal communication skills and the ability to manage and prioritise your workload accordingly
  - ✓ Driving licence and car user is desirable.
  - ✓ Flexible with your working hours to meet the needs of customers where appropriate. To have solid experience in a previous support work role; having lived experience of multiple disadvantage is also deemed valuable
  - ✓ The ability to work flexibly, creatively and in a solution focussed way
  - ✓ To be assertive, confident and resilient; ability to not let the work phase you
  - ✓ To show leadership qualities; skills of a strong negotiator; ability to advocate and be diplomatic
  - ✓ To be non-judgemental, empathetic and tenacious
  - ✓ To have a sense of humour, be personable and accept that things won't go as you think
  - ✓ To be good at recognising the need for, and ensuring, self-care due to the intensity of the work
  - ✓ The ability to work effectively with partner agencies and develop contacts and networks across a wide range of local services to enable effective signposting
  - ✓ The ability to promote the service locally and engage
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- Driving licence and access to a vehicle
  - DBS check required
  - Fixed term post for 2 year

We have a Candidate Privacy Policy which is in line with the EU General Data Protection Regulation (GDPR) effective from 25 May 2018. The updated Privacy Policy has been designed to make our data processing activities as transparent as possible. We encourage you to take a look at the updated documents, and if you have any questions please contact us.

As part of our commitment to making Spring a great place to work, we offer a comprehensive reward and benefits package.

\*\*\* Spring Housing Association takes safeguarding of vulnerable people seriously - all applicants will be subject to Safer Recruitment Checks\*\*\*

Job Type: Part time role – Flexible up to 16.00 hours

Location: Lichfield & Cannock

Salary: up to £18,500 per annum.

## More about the Role

### Homelessness & Rough Sleeping Housing Pathway (Cannock Chase District Council & Lichfield District Council)

#### Background Notes

Cannock Chase District Council and Lichfield District Council (the Partnership) are working together to develop a housing pathway to ensure that no one has to spend a night sleeping on our streets. It is hoped that this new pathway will contribute to a reduction in rough sleeping and repeat homelessness in both Districts by the end of 2020 and increase the housing options available to individuals with multiple and complex needs in precarious housing circumstances.

The overall aim of the project is to support individuals off the street or out of precarious housing situations and ensure any accommodation offered is sustained in the long term, thus reducing the incidence of rough sleeping and repeat homelessness.

#### CORE principle of this service:

Reducing the incidence of rough sleeping and repeat homelessness within the District by:

- Promoting the dignity, independence and self-determination of customers.
- Working with customers to set goals and supporting them to realise their potential.
- Promoting opportunities for services to be delivered in a more personalised way.
- Responding flexibly to changes in customers circumstances.
- Consulting with and involving customers in aspects of service development and delivery.
- Committed to developing and maintaining positive relationships with stakeholders and the local community.

Please read through the Person Specification carefully. If you feel there are requirements that you are currently lacking, do feel free to make an application if you feel you have the motivation and potential to learn quickly on the job while also delivering the programme.

Further discussion

If you want further information, then feel free to drop me a line with any queries. You can also contact me to arrange a mutually convenient date and time to discuss things:

Rhiannon Kanneh - [Rhiannon@springhousing.org.uk](mailto:Rhiannon@springhousing.org.uk)

# Role Profile and Person Specification

## ROLE PROFILE

### Section 1 - Role

<b>Post:</b>	Outreach & Engagement Worker
<b>Reporting to:</b>	Service manager
<b>Directive:</b>	Housing
<b>Grade/Salary:</b>	Up to £18,500 per annum (pro rata for part time roles) - 2 Year Contract
<b>Car user:</b>	Desirable

### Section 2 - Key Tasks and Responsibilities

To work alongside the Service Manager to develop our new Homelessness & Rough Sleeping Housing Pathway service within the Lichfield and Cannock districts. The overall aim of the project is to support individuals off the street or out of precarious housing situations and ensure any accommodation offered is sustained in the long term and reducing the incidence of rough sleeping and repeat homelessness.

### Section 3 – Duties

Your role will be to develop pathways for individuals to access education, training, volunteering and employment alongside assisting with housing options for stability as well as accessing and utilising specialist support agencies to provide greater opportunities and life chances to individuals.

The service outcomes is that to:

- Reducing the incidence of rough sleeping and repeat homelessness within the districts
- Deliver a seamless service provision from assertive street outreach
- Ensure tenancy sustainment with customers accessing our accommodation based services

### Section 3 – Duties

1. Provide contact, advice and guidance to customers, this includes practical and emotional support e.g. Housing, food, safety, welfare rights, support through asylum process and criminal investigations, signposting to employment/education and training opportunities.
2. Delivering regular drop in services to individuals to increase confidence and control for individuals, opportunities to increase practical skills and develop peer support. Utilising a range of specialist agencies to increase life chances for individuals.
3. To effectively case manage from initial assessment to risk management ensuring positive transitioning through the service utilising the outcome star methodology.
4. To deal with enquiries from individuals and members of the community as well as the general public.
5. To maintain robust records of interaction and engagement to demonstrate service effectiveness, customer outcomes and to support strategy development
6. To work\_closely with the local authorities to ensure contact compliance and service development.

7. To liaise with, and give advice to, workers on the needs of the customers accessing the service
8. Ensure all relevant forms, data bases are regularly kept up to date
9. Maintain 100% contact with customers within the service tracking success and outcomes
10. Liaise with referral/assessment agencies
11. Attend and contribute to regular meetings and relevant forums
12. Ensure safeguarding, health and safety are adhered to.
13. To undertake other duties as instructed by the senior management team and within the post holder's experience and expertise.
14. To carry out administrative and other functions

*This job description covers the current range of duties and will be reviewed from time to time. It is Spring Housing aim to reach agreement on changes, but if agreement is not possible, Spring Housing reserves the right to change this job description.*

### PERSON SPECIFICATION

	<b>Essential</b>	<b>Desirable</b>
<b>Education and Qualifications</b> <ul style="list-style-type: none"> <li>• Good standard of education (Maths and English GCSE or equivalent) or equivalent experience gained in a work related environment</li> <li>• NVQ level 2 (or above) in Health and Social Care</li> </ul>	✓	✓
<b>Experience</b> <ul style="list-style-type: none"> <li>• Experience of delivering intensive support to vulnerable adults</li> <li>• Experience of working with vulnerable adults</li> <li>• Experience of working within policies, procedure frameworks</li> <li>• Ability to work with different customers, demonstrating awareness of different cultures and religious beliefs</li> <li>• Ability to deal with challenging situations calmly and effectively ensuring risks are reduced</li> <li>• Experience of supervising volunteers and trainees</li> </ul>	✓  ✓	✓  ✓

<p><b>Knowledge and Understanding</b></p> <ul style="list-style-type: none"> <li>• Knowledge of the housing benefits system and housing provision</li> <li>• Understanding of housing management systems</li> <li>• Knowledge and understanding of external partner agencies</li> <li>• Good understanding of IT systems including word, excel, email</li> <li>• Understanding of the effects of homelessness has on individuals</li> <li>• Understanding of the need for and observe confidentiality at all times</li> <li>• Understanding of health and safety and risk management</li> </ul>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>
<p><b>Abilities and Skills</b></p> <ul style="list-style-type: none"> <li>• Ability to work on own initiative</li> <li>• Ability to work as an integral member of the team</li> <li>• Good organisational skills and an ability to prioritise and manage work to deadlines</li> <li>• Ability to change and adapt to demands in a fast moving environment</li> <li>• Effective interpersonal and communication skills</li> </ul>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p><b>Behaviours</b></p> <ul style="list-style-type: none"> <li>• Sensitive to customer needs with a strong commitment to delivering high quality service</li> <li>• A positive approach to work</li> <li>• Commitment to operating within Spring's organisational values and promoting the organisation with other organisations and agencies</li> <li>• Promotion of equality of opportunity for vulnerable people</li> <li>• Recognise and value all aspects of diversity</li> </ul>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p><b>Additional Job Requirements</b></p> <ul style="list-style-type: none"> <li>• Full driving licence and access to a vehicle</li> </ul>	<p>✓</p>	

<ul style="list-style-type: none"><li>• Able to work at weekends and evenings if required</li><li>• DBS Check</li></ul>	✓	✓
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