



Spring

Housing Association

Outreach & Engagement Worker

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

Applicant Information Pack

Fixed term contract to May 2023, with possible extension. **Full-time (1) and part-time (1)**

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, together with evidence of your current right to work in the UK.

At Spring Housing we are committed to diversity and inclusion, and positively welcome applications from everyone.



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 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 and refugees.

We deliver a range of person-centred services to support individuals to *obtain*, *maintain* and *sustain* accommodation long term.

We currently employ nearly 100 staff and operate throughout Birmingham, Worcestershire, Herefordshire and Staffordshire.

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

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.

In 2020, Spring came **31st** out of the Best **100** Not for Profit Organisations to work for and **7th** out of the Best **25** Housing Associations to work for (Sunday Times Best Companies to work for). This was a massive achievement for us, beating many well-established organisations to get this placing, and clearly shows the level of engagement from our staff.

We welcome feedback to continually strive to improve the working environment and experience for our customers. Recent newcomers to Spring said...

- "I like the can-do attitude."
- "Great variety of work and pleasant people and atmosphere".
- "The ethos of the organisation is something that other organisations should aspire to have and you can really feel that the ethics are carried at every level from top to bottom."

Comments from New Starters – February 2020

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 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 until May 2023, with possible extension.

We are currently looking for an Outreach & Engagement Worker to work as part of a team to further develop our 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
- Driving licence and access to a vehicle
- DBS check required

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.

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:

robert@springhousing.org.uk

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 or visit <https://springhousing.org.uk/about-us/our-privacy-notice/>

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***

For further information on how to apply:

Please send your CV via the indeed portal. If you are invited to an interview you will also need to complete an application form. For further information please refer to our Applicant Information Pack – www.springhousingassociation.org.uk/recruitment

Covid 19 Statement

In line with the UK governments Covid 19 guidance and to ensure health and safety of our staff, currently Spring are conducting interviews online using Microsoft Teams or Zoom.

If you are invited to interview, you will be provided with full details on how to access the online interview. If you do not have access to IT, please email recruitment@springhousing.org.uk so that we support you, where possible.

For further information please visit the links provided below:

MS Teams:

<https://www.microsoft.com/en-gb/microsoft-365/microsoft-teams/download-app>

Zoom:

<https://zoom.us/download>

Job Type: Fixed term (May 2023 with possible extension. Full time and part time roles available.

Salary: £21,115.00 per annum

Job Description and Person Specification

Section 1 - Role

Post:	Outreach & Engagement Worker
Reporting to:	Service Manager
Directive:	Housing and Wellbeing
Grade/Salary:	£21,115.00 per annum
Car user:	0.40p per mile

Section 2 - Key Tasks and Responsibilities

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

	Essential	Desirable
Education and Qualifications <ul style="list-style-type: none"> • Good standard of education (Maths and English GCSE or equivalent) or equivalent experience gained in a work related environment • NVQ level 2 (or above) in Health and Social Care 	✓ 	 ✓
Experience <ul style="list-style-type: none"> • Experience of delivering intensive support to vulnerable adults • Experience of working with vulnerable adults • Experience of working within policies, procedure frameworks 	✓ ✓	 ✓ ✓

<ul style="list-style-type: none"> • Ability to work with different customers, demonstrating awareness of different cultures and religious beliefs • Ability to deal with challenging situations calmly and effectively ensuring risks are reduced • Experience of supervising volunteers and trainees 		
<p>Knowledge and Understanding</p> <ul style="list-style-type: none"> • Knowledge of the housing benefits system and housing provision • Understanding of housing management systems • Knowledge and understanding of external partner agencies • Good understanding of IT systems including word, excel, email • Understanding of the effects of homelessness has on individuals • Understanding of the need for and observe confidentiality at all times • Understanding of health and safety and risk management 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>
<p>Abilities and Skills</p> <ul style="list-style-type: none"> • Ability to work on own initiative • Ability to work as an integral member of the team • Good organisational skills and an ability to prioritise and manage work to deadlines • Ability to change and adapt to demands in a fast moving environment • Effective interpersonal and communication skills 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p>Behaviours</p> <ul style="list-style-type: none"> • Sensitive to customer needs with a strong commitment to delivering high quality service • A positive approach to work 	<p>✓</p> <p>✓</p> <p>✓</p>	

<ul style="list-style-type: none"> • Commitment to operating within Spring's organisational values and promoting the organisation with other organisations and agencies • Promotion of equality of opportunity for vulnerable people • Recognise and value all aspects of diversity 	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	
<p>Additional Job Requirements</p> <ul style="list-style-type: none"> • Full driving licence and access to a vehicle • Able to work at weekends and evenings if required • DBS Check 	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	<p style="text-align: center;">✓</p>