**York Road Project**

**Job Description**: Assertive Outreach Worker

**Responsible to**: Day Services Team Leader

**Responsible for:** None

**Hours of work:** 37.5 hours per week, this role will include weekend work

**Salary:** £23k - 25k per annum (dependent on experience)

**Role:**

This is an exciting opportunity to be part of a successful initiative supporting people who have multiple and complex needs and who are homeless or at risk of homelessness.

Based within our existing homeless outreach team in Woking, the post holder will manage a small case load of clients in Woking and support them with all aspects of their situation. This may include housing, mental health/wellbeing, finances. Using a psychologically Informed Approach, the post holder will work alongside statutory and non-statutory agencies in an innovative and supportive environment in keeping with the needs of the client.

This is a challenging but rewarding role which needs passion, skill, compassion and empathy to support individuals to move away from the cycle of homelessness and towards a stable, contributing lifestyle in the community.

**Main responsibilities include:**

* To take steps to ensure that the client is receiving all the financial, legal, and mental health support that they are entitled to.
* To foster confidence and commitment to change by celebrating "small wins" such as attending a single appointment.
* To work on a long-term basis with some clients who are entrenched in their lifestyle and may not be ready for move-on options for a long time.
* To maintain professional boundaries whilst building trust and engagement with the client.
* Proactively engage with vulnerable and marginalised individuals who are new to the streets, at risk of eviction or are an existing rough sleeper with multiple and complex needs.
* Work in partnership to achieve the best outcome for the client in a seamless, responsive way.
* Identify any barriers to accessing services and work with partner agencies to remove or mitigate any adverse effect such barriers may pose.
* Accompany clients to attend multi-agency appointments for assessments and interventions.
* Advocate on behalf of and accompany individuals to appointments, services or activities where low confidence, motivation and diminished trust may have left them feeling isolated and marginalised
* Ensure that a high standard of service delivery is achieved by championing the values of York Road Project, whilst complying with all operational policies and procedures.
* Support colleagues within YRP Outreach Team providing cover when needed.
* To assess the needs of individual rough sleepers and to provide them with a variety of options of support services/accommodation in liaison with other agencies and specialist workers.
* To advocate, where appropriate, on behalf of rough sleepers with external agencies regarding their welfare rights, Primary Health Care needs and other issues affecting their Health and wellbeing.
* To maintain a caseload of clients and offer clients assertive, consistent ongoing guidance & support until they are in a position to be able to move from the street into accommodation or reconnection services and/or other appropriate support services.
* To make appropriate referrals in consultation with the rest of the team
* To take part in the evaluation and development of services within the Outreach Team.
* To accurately record data in the appropriate manner and carry out the required level of monitoring and tracking of clients.

**General tasks:**

* Assist clients with completing relevant paperwork such as benefit forms.
* Keep clear and precise records of contact with clients, actions needed/completed and to collate accurately and on time, monthly/quarterly/annual statistics as required.
* To promote a healthy lifestyle including hygiene, nutrition and emotional well-being.
* Support clients to access voluntary work, employment and/or training.
* Work in a flexible manner which may include early mornings, evenings and weekends.
* Ensure that when a client is ready to move away from support there is a planned handover to another agency were appropriate
* Follow all organisational policies and procedures including safeguarding, risk assessment, information sharing, equalities and diversity and health and safety - reporting any breaches to management.
* To review support plans regularly with support from the Team Leader and adapt/amend as appropriate.
* Produce comprehensive case studies when requested.
* Undertake any tasks as identified by the management as and when required, to meet the needs of the contract.

**Meetings to be attended:**

* Day Team Meetings
* Full Team Meetings
* Appropriate external meetings.

**Policies and procedures to be adhered include:**

* Fire Safety
* Health and Safety
* Equal Opportunities Policy
* Confidentially Policy
* Data Protection Policy
* Drug and Alcohol Policy
* Food Hygiene
* Safeguarding and the Protection of Vulnerable Adults
* All internal policies and procedures.

**Record Keeping:**

* Recording all contact with clients electronically/hard copy in a timely manner ensuring accuracy at all times.
* Recording and securing all paper documentation according to the Data Protection and Confidentiality policy.
* Ensuring that any monies received are recorded and stored securely as per policy.
* Ensuring that all records are completed accurately and on time to meet the needs of the Organisation’s Commissioners.

**Training:**

* The post holder will be required to undertake internal and external training which may be away from the normal place of work and outside of normal working hours.