

JOB DESCRIPTION

Job Title	Rough Sleeping Outreach Officer		
Directorate	Housing		
Reporting to	Rough Sleeping & Homelessness Team Leaders		
Grade	12		
Evaluation ref:	TR0121	Job ref:	Family
Role purpose			
<p>The Rough Sleeping Outreach Officer will play a crucial role in Somerset Council's efforts to address and reduce rough sleeping within the community. Reporting to the Rough Sleeping and Homelessness Team Leaders, the post holder will be responsible for providing direct support who have experienced rough sleeping. The role involves conducting outreach and in reach activities, assessing individual needs, and developing personalised support plans to help clients transition into stable housing. The postholder will work collaboratively with various stakeholders, including statutory and non-statutory agencies, housing providers, and support services, to ensure a coordinated approach to tackling homelessness. This role requires a compassionate and proactive individual who can build trust with vulnerable populations and advocate for their needs within the broader housing and social care systems.</p>			
Accountabilities			
<ul style="list-style-type: none"> • Conduct regular outreach and in reach activities to identify and engage with individuals sleeping rough. • Assess the needs of rough sleepers and develop personalised support plans. • Provide direct support and advocacy to help clients access housing, healthcare, and other essential services. • Work closely with statutory and non-statutory services, housing providers, and support services to coordinate efforts and resources. • Maintain accurate and up-to-date records of client interactions and progress. • Monitor and evaluate the effectiveness of support plans and adjust, as necessary. • Participate in multi-agency meetings and case conferences to discuss and plan interventions. • Raise awareness of rough sleeping issues within the community and contribute to public education efforts. • Ensure compliance with all relevant policies, procedures, and legislation. • Provide regular reports to the Senior Operational Manager on the progress and outcomes of interventions. 			
Knowledge / Experience / Skills			
		Essential	Desirable

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Knowledge		
Understanding of homelessness and rough sleeping issues.	x	
Knowledge of housing legislation and policies.		x
Awareness of local support services and resources.		x
Familiarity with safeguarding practices and procedures.	x	
Knowledge of mental health and substance misuse issues.	x	
Understanding of data protection and confidentiality requirements.	x	
Experience		
Experience working with vulnerable populations, particularly those experiencing homelessness.	x	
Proven track record in developing and implementing support plans.		x
Experience in conducting outreach and engagement activities.		x
Experience in multi-agency working and collaboration.	x	
Experience in maintaining accurate records and documentation.	x	
Previous experience in a similar role	x	
Qualifications / Registrations / Certifications		
Certification in mental health first aid.		x
Training in safeguarding and child protection.		x
Qualification in substance misuse support.		x
Training in conflict resolution and de-escalation techniques.		x
Professional membership with a relevant body.		x
Educated to at least A level standard or acquired knowledge to NVQ level 4, or equivalent relevant experience		x
Skills		
Excellent communication and interpersonal skills.	x	
Strong organisational and time management skills.	x	

JOB DESCRIPTION

Ability to work independently and as part of a team.	x	
Proficiency in using IT systems and databases.	x	
Strong problem solving and decision-making skills.	x	
Ability to build trust and rapport with vulnerable individuals.	x	
Working Conditions		
<p>This role involves working within a dynamic and supportive local authority environment. Candidates should be prepared for the following conditions:</p> <ul style="list-style-type: none"> • Work Hours: • Standard working hours are 37. Frequent unsocial working hours to include early morning outreach and spotlight counts. • Location: The primary work location is County Hall (Taunton) or Shape (Shpeton Mallet), with opportunities for remote work as per organisational policies. • Travel: Some Travel within the local area will be required for meetings, and client engagement. Applicants are expected to hold a valid driving license with business insurance including to transport clients. • Work Environment: The role involves working both independently and as part of a team, with access to modern office facilities and resources. • Health and Safety: Adherence to all health and safety regulations is mandatory, ensuring a safe working environment for all employees. 		
Dimensions of the role		
Working Arrangements		
Somerset Council's dynamic Working Strategy will be applied to this position.		
Corporate Accountabilities		
<ul style="list-style-type: none"> • Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all. 		