PERSON SPECIFICATION

Outreach/Inreach Support Worker

All the criteria below, both essential and desirable, will be assessed via your application form; further methods will be used to support this in the interview/selection stage should your application progress. Please refer to this document and the job description when completing your application, giving examples. A re-wording of the criteria listed will not guarantee an interview.

Method of Assessment: S - Scenario, I - Interview, P - Portfolio, T - Test, D – Documents

---

Qualifications and training

Method of Assessment – D, I

Essential:

- A minimum of 4 GCSEs (including Maths and English) or equivalent.

Desirable:

- A relevant professional qualification in administration; housing or similar vocational training.

Experience and knowledge

Method of Assessment – **I,S**

Essential:

- Experience providing person-centred support to vulnerable individuals, including those with complex needs, trauma, rough sleeping history, or risk of homelessness.
- Experience using assertive outreach or in-reach approaches to engage individuals who may be reluctant or hard to reach.
- Experience working alongside specialist services (such as drug and alcohol, mental health) to re-engage individuals with complex needs.
- Effective verbal communication skills, including the ability to build rapport and manage challenging conversations.

- Ability to work in an organised manner, maintaining accurate case notes and updating systems.
- Understanding of safeguarding responsibilities and the ability to recognise and escalate risks appropriately.

Desirable:

- Knowledge of health and safety and lone-working procedures in community or accommodation settings.
- Ability to use information or data to inform case planning or improve service delivery.
- Knowledge of Homelessness legislation, local pathways, or accommodation options.

Specialist skills and abilities

Method of Assessment – **I**

Essential:

- Ability to work with partner agencies to deliver coordinated support.
- Ability to take lead responsibility for coordinating multi-agency support for individuals with complex or multiple needs.
- Ability to deliver trauma-informed strengths-based support to individuals with multiple needs, including mental health or substance misuse.
- Ability to respond appropriately to crisis situations, including de-escalation, safeguarding actions and coordination with emergency or statutory services.
- Competence in completing and reviewing support plans, risk assessments, and safety plans.
- Ability to support individuals to overcome practical barriers such as access to accommodation, services, benefits or identification.
- Ability to use professional judgement to prioritise work, manage risk, and respond to urgent situations.
- Ability to maintain clear written records and use IT systems, including standard Microsoft packages.

Desirable:

- Experience contributing to multi-agency meetings or joint working arrangements.

Personal skills and attributes

Method of Assessment – **I**

Essential:

- Compassionate and non-judgemental approach to working with people experiencing rough sleeping.
- Emotional resilience and ability to manage challenging situations while maintaining professional boundaries.
- Strong interpersonal skills, with the ability to engage effectively with service users and colleagues.
- Ability to work independently and as part of a team.
- Flexible and adaptable approach to work.

Desirable:

- Confidence to advocate on behalf of service users and appropriately challenge barriers to engagement or access to services when appropriate.
- Awareness of equality, diversity and inclusion and how discrimination or exclusion can impact people experiencing homelessness.

Decision making impact and innovation

Method of Assessment – **I**

Essential:

- Ability to assess situations and make appropriate decisions based on individual needs, risks and circumstances.
- Ability to prioritise workload and respond appropriately to changing or urgent situations.
- Uses professional judgement and knows when concerns need to be escalated, particularly around safeguarding and risk.
- Ability to problem-solve and identify practical solutions to barriers affecting engagement, accommodation or support.
- Willingness to suggest improvements to ways of working based on experience and service-user needs.

Desirable:

- Experience of contributing to improvements in services or working practices.
- Ability to work creatively with partners to find solutions for people with complex needs.

Fluency Duty

Essential – Communication (Fluency Duty) – delete as appropriate, for guidance discuss with your SHRBP

This role is subject to the Fluency Duty under the Immigration Act 2016. The postholder will be required to demonstrate an appropriate level of spoken English where this is a regular and intrinsic part of the role.

This criteria applies in accordance with the statutory Fluency Duty for public facing roles

Special working conditions

Method of Assessment – **I**

Essential:

Required to hold a valid driver's licence and access to a vehicle at all times.

- Will often be working in a lone worker capacity.
- Alternative arrangements will be discussed with disabled applicants.
- During a Pandemic, Epidemic or Major Incident or Emergency you may be asked to work from home or other location and on occasion to undertake duties that are not stated in your Job Description or Person Specification where there is a skill, competency, and experience match.