

JOB DESCRIPTION AND PARTICULARS OF APPOINTMENT

- Job Title: Bridging Outreach Worker
- Post Number: P27876
- Grade and SCP: Grade 8 SCP 19-22
- Directorate: Homes and Communities

Where your role fits at Shropshire Council

At Shropshire our priority is to be a 'best value' authority that delivers, enables, and influences for Shropshire and its residents by:

- Being financially stable and sustainable
- Having clear priorities and purpose
- Supporting and enabling our workforce to excel

Recognising the challenge across local government today. This starts with our Improvement Plan to address immediate challenges, while ensuring a focus on the future and how the Council will need to look, feel, and operate to best serve the needs of the county and its residents, and being aware of changes in national policy.

Our Shropshire values: PROUD

- Partnerships
- Respect
- Opportunities
- Understanding
- can Do

Aim to unify the workforce, support transformation, improve trust, and build a modern, sustainable Council.

As a member of the Rough Sleeper Team within Housing Options, you will support the achievement of these key priorities, making a real difference to the lives of people in Shropshire.

Overview of your role

The post holder will work as part of the Bridging Team that builds the foundations for support within housing and drug and alcohol treatment, rather than meeting statutory thresholds and eligibility. The post will focus on improving and sustaining engagement with drug and alcohol services, housing, mental/physical health support for those who are rough sleeping, at risk of homelessness and have a substance use need.



Who will your manager be and what will you be responsible for?

You will be:

- Reporting to the Rough Sleeper Co-ordinator and the RESET Co-ordinator who is in turn responsible for your health and safety, training and development.
- Expected to lead and/or contribute to a range of projects and build relations with both internal and external partners in order achieve specified outcomes but will not have direct authority over those involved.
- Responsible for completing within expected timescales all mandatory corporate and role specific training. Training requirements will be detailed in your corporate induction and Performance Development Review (PDR). Courses are accessed via the council Learning Management System via the Intranet.

What will you be doing?

- You will be part of a team of practitioners working to strengthen and sustain client engagement with drug and alcohol services, housing and wider community services, supporting long-term change and reducing harms to individuals and the wider community.
- Act as the central point of coordination between services, advocating for individuals with multiple unmet needs who are often marginalised or excluded from traditional care systems.
- Work with clients who are homeless or at risk of homelessness and have co-occurring substance use and mental health needs.
- Engage clients who are not currently in structured treatment, or who cannot sustain it while experiencing homelessness or risk of, through trauma-informed pre-treatment approaches.
- Prioritise psychological safety, working at the client's pace to build genuine trust and help individuals move from avoidance towards meaningful engagement, supported by strong multi-agency collaboration and coordinated risk management.
- Develop effective working relationships with clients using approaches such as pre-treatment, coaching, and motivational interviewing. Take time to understand each client's history, identity, intersectional experiences, and the trauma or service-related barriers influencing their current situation.
- Create and continuously update action plans that evolve with the client's needs, empowering individuals to take positive steps, build resilience, and respond differently to setbacks using recovery-orientated language and strengths-based approaches.
- Hold a caseload of clients with multiple unmet needs, each at different stages of their recovery journey. Coordinate and advocate across a range of services (including drug and alcohol, housing, mental health, physical health, diversionary support, and probation) to ensure clients have timely access to community-based specialist support.
- Work in line with the agreed casework management standards, ensuring all documentation is accurate, GDPR compliant, and evidence impact in line with funding requirements.



- Work proactively and flexibly across the county, ensuring client needs are met through effective advocacy, and challenge barriers or decisions when necessary.
- Support ongoing engagement with drug and alcohol services, housing services and physical/mental health support, helping clients navigate complex systems of care.
- Update internal and partner CRM systems in line with case management expectations and data quality requirements.
- Support the Rough Sleeper Outreach Team, acting as a first point of contact for individuals eligible for the service and offering support, advice and guidance based on their circumstances.
- Build relationships that reflect an understanding of the trauma associated with homelessness and the value of pre-treatment and psychologically informed approaches in establishing readiness for change.
- Work with a wide range of statutory and third sector partners to advocate for clients, develop capital and ensure services are accessed in ways that meet individual needs.
- Identify safeguarding concerns and take appropriate action, ensuring all risks are recorded, communicated and managed effectively.
- Attend, organise, lead and actively contribute to multi-agency and multi-disciplinary team meetings with statutory and community-based partners to review progress, coordinate joined-up action plans, and ensure all work is holistic and centred around the client's needs.
- Participate in training, reflective practice, supervision and team meetings, sharing best practice and supporting colleagues.
- Support the delivery of the Severe Weather Emergency Protocol (SWEP) where needed, engaging individuals sleeping rough and connecting them with wider support.
- To work within the Council's Equalities and Diversity Policy, Health and Safety Policy, Lone Working and Performance Policies, ensuring that these are complied with throughout all activities within the scope of this role to ensure the highest standards of customer care in all aspects of the service.
- Use information technology as required to carry out the duties of the post.
- Ensure compliance with requirements under Data Protection legislation.
- Ensure as far as possible within the scope of this role that all activities are carried out to the highest standards of integrity and professionalism.

The above duties are an illustrative outline and are not an exhaustive list. You will be expected to become involved in a range of work to enable the service to respond effectively to the changing requirements of the Council and changes affecting the workforce.

What we expect of you

You will:

- Work with rough sleepers and those at risk of homelessness who have substance use needs, identifying short- and long-term goals and developing a client-centred working relationship grounded in an understanding of their history, experiences of services, and current needs.



- Build consistent, trusting relationships with clients experiencing multiple disadvantages, service exclusion or mistrust of services, with a focus on substance use, homelessness or risk of homelessness, mental health needs, and wider wraparound support relevant to each client's journey.
- Use a trauma-informed person-centred approach to engage clients who may be reluctant to engage, demonstrating empathy and understanding of the reasons behind ambivalence or avoidant behaviours.
- Provide persistent, flexible and assertive outreach to develop and maintain contact with clients, including those in high-risk environments or situations.
- Ensuing action plans, risk assessments and casework are joined up, advocating where needed, and supporting their access to drug and alcohol treatment, housing and wider systems of support.
- Complete comprehensive, whole-system assessments that minimise the need for clients to repeat their stories and ensure information is used meaningfully across agencies.
- Work with statutory and third-sector services identified as key to a client's recovery, stability, and journey away from homelessness and harmful substance use.
- Record all interventions and interactions accurately and share relevant information with partners in line with GDPR and agreed data-sharing protocols.
- Establish and develop relationships with services across local communities.
- Deliver harm-reduction support and safer-using advice to clients who are not yet engaging with structured treatment, helping to sustain change and encourage engagement with services and mutual aid.
- Develop knowledge of the Ending Rough Sleeping Plan and Homeless Reduction Act to support lawful, informed and effective practice.
- Drive the outreach van where required and support with its effective use across partner agencies.
- Adopt a customer focused approach when delivering your service, ensuring engagement with service users and maintenance of an appropriate personal profile,
- Act as an advocate for your service and work collaboratively with colleagues across the whole Council to meet the needs of the people of Shropshire,
- Meet individual, service and personal development targets agreed through the Performance Development Review Process, learn from experience and are committed to continuous improvement individually and as an employee of the Council,
- Work with colleagues to meet your team's key performance indicators, support a culture of team working and ensure the team functions successfully in support of the Council's corporate and service objectives.
- Meet the behaviours and competencies adopted by the Council in the way in which they achieve their objectives and carry out their work.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.



What are your conditions of Service

The conditions of service are those laid down by Shropshire Council, which have been adopted and amended as necessary from those laid down by the National Joint Council for Local Government Services.

You will be based at 70 Castle Foregate, Shrewsbury, SY1 2EJ. However, this role is predominantly delivered across the wider local authority area.

Your post is subject to the following:

- The post is Fixed Term for 37 hours per week,
- Normal office hours are between 8am – 5pm Monday - Thursday and between 8am and 4.30pm Friday with a minimum lunch break of 30 minutes. Occasional evening/weekend work may be required,
- The post is subject to the Council's annualised hours scheme as implemented within the specific work area.

Annual leave entitlement is a pro rata flat rate scheme of 207 hours (28 days) annual leave plus bank holidays, with five days extra awarded to those staff with five years local government service giving an entitlement of 244 hours (33 days). Two days of an employee's allowance (pro rota for part time staff) must be taken at Christmas for any potential Christmas closures. Employees who work in a building/service which is required to open over the Christmas period, the two days leave (pro rota) can be carried over into your next leave year but must be used by the end of March.

The appointment is subject to 1 months' notice in writing on either side.

The appointment is subject to 6 months' satisfactory probationary service during which time the notice period will be one week on either side.

Smoking is not allowed in Council buildings, in Council vehicles or in any Council place of work.

It is a condition of your appointment that you provide a suitable vehicle for the performance of your duties and that this is readily available for use during normal working hours. You are entitled to claim for reimbursement of the costs of travel on council business at the rate of 55 pence per mile.

What pre-employment checks will we undertake?

The appointment is subject to receipt of the following pre-employment checks;

1. Satisfactory employment references,
2. Medical report,
3. Evidence of the qualifications required for the post/listed on your application form,



This post is exempt from the Rehabilitation of Offenders Act 1974 and as such all applicants who are appointed to this post will be subject to an **Enhanced Disclosure** from the Disclosure and Barring Service before the appointment is confirmed. This check will include details of cautions, reprimands or warnings as well as convictions and non-conviction information. Once appointed, the successful applicant(s) will also be required to apply for an Enhanced Disclosure at pre-determined intervals during the course of their employment whilst in this post.

