Job Description and Particulars of Appointment

- Job Title: Outreach/Inreach Support Worker
- Post Number: P23039
- Grade and SCP: Grade 8 SCP 19 - 22
- Directorate: Customer 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

To provide intensive and comprehensive support to those individuals in Shropshire who are sleeping rough, as well as those identified to be at risk of, or have a recent history of doing so.

To be responsible for the delivery of a modern, responsive support service to end the cycle of homelessness and help identify services to enable service users to sustain and maintain a tenancy, becoming tenancy ready and becoming more independent within the community.

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

You will be:

- Reporting to Rough Sleeper Coordinator 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?

- Respond to rough sleeping referrals using a high level of professional judgement, undertaking early morning welfare checks, verifications and on-site assessments to assess need, risk and urgency, and determine appropriate next steps in line with statutory duties and local procedures.
- Deliver assertive, persistent and flexible outreach, using relationship-based and trauma-informed approaches to engage individuals sleeping rough and overcome disengagement or mistrust of services.
- Take lead professional responsibility for coordinating multi-agency input for individuals with complex needs, including mental health, substance misuse, offending behaviour and multiple disadvantage, owning the coordination of responses, setting priorities and ensuring interventions are timely proportionate and person centred.
- Provide assertive professional challenge and advocacy where barriers, delays or service thresholds impact on a service user's safety or ability to move away from rough sleeping, making proportionate decisions to escalate concerns appropriately in line with procedures.

- Work proactively to prevent repeat rough sleeping by maintaining engagement during transitions, identifying early warning signs, and coordinating timely interventions where accommodation placements may be at risk.
- Respond appropriately to crisis situations, including de-escalation, safeguarding actions and liaison with emergency or statutory services where required.
- Engage with individuals who may be non-eligible for housing assistance, have no recourse to public funds, or be resistant to services, working creatively, lawfully and ethically to reduce harm and improve outcomes.
- Represent the Rough Sleeper Team at operational meetings, forums and partnership discussions, contributing professional insight to coordinated responses to rough sleeping.
- Contribute to the safe and effective day-to-day operation of 70 Castle Foregate, ensuring licence conditions, health and safety requirements, behaviour management processes and agreed procedures are followed.
- Liaise closely with Housing Options, the Temporary Accommodation Team, RESET and other statutory, commissioned and voluntary sector partners, acting as a key professional contact to help resolve barriers, share information and support coordinated responses.
- Support service users to navigate the homelessness process, including contributing to Personal Housing Plans, tenancy sign-ups, benefit applications and positive move-on planning.
- Complete, review and update proportionate, outcome-focused support plans, tenancy ready plans, and risk assessments, using SMART outcomes to ensure progress is monitored and accurately recorded.
- Maintain accurate and timely case notes and activity records using the Council's housing database.
- Deliver 1:1 and group-based sessions focused on re-enablement, tenancy-skills and independent living, Including money management, income maximisation, debt advice and access to education, training or employment.
- Exercise a high level of autonomous professional judgement when assessing complex and competing risks, prioritising caseloads and determining appropriate interventions, and making informed decisions about escalation in line with policies and procedures.
- Identify and share learning from outreach practice to support improvements to processes, pathways and partnership working.
- Support the delivery of the Council's Severe Weather Emergency Protocol (SWEP), including preparation of emergency beds, bedding-down activity, morning checks, and working evenings and weekends when activated.
- Provide practice-based guidance and professional support to colleagues, including joint visits and sharing good practice, to promote consistent and trauma-informed approaches.
- Participate in rough sleeper counts and estimates as required.

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:

- 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 2EQ with the requirement to regularly remote work from various locations throughout Shropshire.

The postholder will be required to work flexibly across Council locations within the County, services or work settings where reasonably required to meet organisational needs. This may include temporary cover to provide service continuity arising from absence, vacancies, service pressures, a pandemic, epidemic, major incident and/or emergency (not an exhaustive list). Any alternative duties will be appropriate to the employee's skills, competencies and experience.

Your post is subject to the following:

- The post is a Fixed Term contract for 37 hours per week,
- Normal office hours are between 7am – 5pm Monday - Friday with a minimum lunch break of 30 minutes. Occasional evening/night/weekend work may be required. This is mainly to support us provide emergency accommodation in periods of severe weather. The work will mostly be carried out on weekdays with frequent early mornings for outreach purposes.
- The post is subject to the Council's annualised hours scheme as implemented within the specific work area.

This post carries eligibility to join the Local Government Pension Scheme. Information about this will be sent with any formal offer of appointment.

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 one months' notice in writing on either side.

The appointment is subject to six 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.

Supplying false information or failing to disclose relevant information could be grounds for refusal and could amount to a criminal offence.