**The Welcome Organisation**

**Full time – Assertive Outreach Co-Ordinator**

**Job Description**

We are looking for an individual who is committed, enthusiastic and self-motivated to join our energetic team.

You will coordinate the Assertive Outreach Team who support people sleeping rough and those engaged in ‘street activity’, many of whom have experienced extreme homelessness and have complex and multiple needs. The service aims to ensure clients have access to accommodation and support which will help them to move on from the street.

You will have a good understanding of team leadership, delivering services to people with complex needs and Assertive Street Outreach. You must be able to work to the Welcome Organisations ethos of high tolerance, low threshold services.

In return we will provide the opportunity to develop your skills, professional supervision and support, and the opportunity to be part of an evolving team where your views count and you can make a lasting difference to the lives of homeless people.

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| **Job Title** | Assertive Outreach Coordinator |
| **Responsible to** | Outreach and Floating Support Assistant Manager |
| **Workplace** | You will be based at our Drop-in Centre at 28 Townsend Street, Belfast, BT13 2ES but will operate in and around the Belfast area |
| **Salary** | £21,525 per annum pro rata |
| **Hours/Days of Work** | 37.5 working hours per week – you will also be entitled to a daily 30 minute unpaid lunch break. Hours will normally be between 8am and 6pm although some weekend and evening work may be required in line with operational requirements.  (\*All managers of services cover the on-call rota usually 1 week in 5/6 for which you will receive an extra payment allowance) |
| **Holidays** | 22 days per annum plus Public Holidays (pro rata) |
| **Closing Date** | Monday 29 November 2021, 9am |

**General Responsibilities:**

* Uphold a low threshold, high tolerance ethos; promote the principles of harm reduction; and maintain a person-centred approach to service delivery.
* Create an environment which promotes teamwork, multiagency working, diversity and places service users at the heart of the service.
* Promote good morale and a culture of learning, development and continuous improvement where staff feel competent and valued.
* Ensure behaviours and attitudes are congruent with the Welcome Organisation’s values, mission and objectives.
* Promote the service, take part in identified research and media campaigns and cooperate with the fundraising team.

**Key Responsibilities:**

*Staff: To motivate, mentor and monitor the work of the Assertive Outreach team*

* Support Assistant Manager to recruit and induct new members of staff including induction on ‘safe driving’
* Support the Assistant Manager to ensure the service is fully staffed and maintain accurate records with regards to overtime, absences etc.
* Develop and support good teamwork, recognise the team’s strengths and weakness and be aware of team dynamics.
* Ensure volunteers are utilised, supported and equipped to carry out designated roles.
* Take the lead on providing daily guidance, advice and support; ensuring staff complete delegated tasks effectively and efficiently.
* Ensure staff compliance with The Welcome Organisation’s policies and procedures and where there are issues of non-compliance keep accurate records and inform management.
* Supervise and monitor the performance of the team, identify and provide training and coaching where necessary and where issues of underperformance prevail inform management.
* Ensure the team understand key goals, objectives, required levels of performance and their contribution to wider outcomes.
* Encourage staff empowerment, development, decision making, ownership, innovation and ensure achievement is recognised and/or rewarded.
* Manage critical incidents, provide debriefing to staff and service users where relevant and inform management.

*Service user support: Provide holistic support which meets service user’s accommodation and other identified needs.*

* Ensure the Outreach team work within our Assertive Outreach, verification and ‘no second night out’ approach.
* Ensure the team meet the immediate needs of people sleeping rough.
* Ensure service users are inducted to the service and provided with relevant information on the service including their rights and responsibilities.
* Support the Assistant Manager to ensure all service users have a file, are allocated keyworkers and approve all initial and ongoing assessments and support plans to ensure that they are person-centred, of a high standard, completed in a timely manner and reviewed.
* Ensure the staff team effectively engage with external and internal support services and initiate/participate in case meetings advocating on behalf of service users where necessary.
* Disseminate and delegate tasks/actions to staff through the handover process.
* Ensure the team prevent rough sleeping by engaging with people who have accommodation but a ‘street lifestyle’.
* Support the Assistant Manager to coordinate annual street counts.
* Promote ongoing and meaningful service user consultation, feedback, participation and involvement in service user meetings, forums, satisfaction surveys etc.
* Promote the Welcome Organisation complaints procedure where it pertains to service users and communicate complaints to management.

*Van and building maintenance, cleanliness and health and safety*

* Ensure staff compliance with all health and safety policies and procedures for The Welcome Organisation vans, that vehicle checks are carried out, recorded and acted upon where necessary.
* Ensure strict compliance with food preparation and storage.
* Know all fire safety procedures and carry out fire safety checks and drills.

*Risk management: Work in a way where risk is continuously assessed and where the safety of self and others is paramount*.

* Lead the team in a way that ensures that the prevention and de-escalation of incidents is paramount. If incidents occur ensure staff use de-escalation techniques, emergency first aid and, if necessary, the help of the emergency services and ensure that items used to reduce risk i.e. gloves, first aid boxes etc. are readily available.
* Ensure all staff work within health and safety requirements under current legislation and the Organisation’s policies and procedures, paying attention to lone and off site working and issues of safeguarding children and vulnerable adults. Where non-compliance arises inform management.
* Ensure risk is communicated effectively and appropriately to all relevant individuals and bodies.
* Develop and implement innovative risk management structures which allow for continued promotion of a low threshold, high tolerance approach.
* Ensure staff complete all risk/incident paperwork and are aware of service users on the Risk Register, Behavioural Management Plans and ‘Time Out’ register.

*Service delivery and performance*

* Maintain systems and databases for collating and maintaining all relevant service user and statistical information and monitor to ensure these are used appropriately by staff.
* Work in conjunction with the Assistant Manager to plan for team meetings, case reviews, annual reviews and work plans etc.
* Ensure workloads are planned and shared fairly between the staff team.
* Ensure staff are aware of and work to meet all KPIs and where underperformance is identified work in conjunction with management to keep delivery on track.
* Contribute to ensuring statistical returns are completed and forwarded to relevant bodies.
* Contribute to monitoring and evaluating the service via various methods including feedback from service users and by producing both qualitative and quantitative statistical information as requested.

*Communication:*

* Ensure the team is fully briefed in relation to risk factors, changes in service user behaviour, work plans and outstanding support tasks.
* Ensure that accurate contact notes are maintained and recorded in line with Data Protection Regulations.
* Report regularly to the management and/or colleagues on relevant matters in relation to the specific tasks of your role.
* Ensure effective two-way communication between the different services within the Welcome Organisation in relation to service users.

*Partnership working:*

* Be an active member of working groups, forums and other external meetings that relate to Outreach.
* Maintain good working partnerships at an appropriate level with a range of agencies, including Probation, Social, Housing and Health Services.

*Finance:*

* Operate within The Welcome Organisation’s Financial Policies and Procedures.

**Other:**

* Participate in the Welcome Organisation on-call rota.
* Be familiar with the work of the Drop-in, Annsgate and Floating Support and provide management cover if required.
* Keep abreast of relevant developments in the sector including training and other opportunities relevant to the post.
* Ensure complaince with all The Welcome Organisation’s policies and procedures.
* Undertake other tasks that are assigned to you that the Welcome Organisation might reasonably expect to be within your competence.

*This list is not exhaustive but is indicative of the main areas of work.*

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| **Person Specification** | **Essential** | **Desirable** |
| **Previous Experience** | | |
| 2 years’ experience delivering services to people who have complex needs and can be challenging and/or hard to engage i.e. mental health, alcohol and drug use, rough sleepers etc. | X |  |
| 1 years’ experience of providing support to homeless people or a similar client group |  | X |
| Experience implementing policies and procedures | X |  |
| Experience of multi-agency and multi-disciplinary work | X |  |
| Experience of managing a team |  | X |
| **Special Knowledge & Skills** | | |
| An understanding of the nature of good leadership | X |  |
| Knowledge of project management, reviews and delivery of outcomes |  | X |
| Knowledge of planning and coordinating services | X |  |
| Knowledge of good practise in support planning and managing risk | X |  |
| All round knowledge of Assertive Outreach principles | X |  |
| All round knowledge of the benefits systems, criminal justice, social care, health service in relation to the client group |  | X |
| Sound knowledge of agencies available to clients in the statutory and voluntary sector | X |  |
| Understanding of the purpose and implementation of policies including:   * Diversity and Equal Opportunities * Health and Safety * Grievance and Disciplinary * Confidentiality and Data Protection * Safe Guarding | X |  |
| Understanding and Commitment to working within our ethos of High Tolerance, Low Threshold service | X |  |
| Able to work effectively under pressure | X |  |
| Solution focused | X |  | |
| Able to lead a team and work on own initiative | X |  |
| Able to remain calm in crisis situations | X |  |
| **Practical & Intellectual** | | |
| Able to collate and scrutinise statistical information and produce qualitative and quantitative reports | X |  |
| Possess excellent interpersonal and communication skills. | X |  |
| Able to organise and prioritise own/others workload and mange time effectively | X |  |
| **Other** | | |
| Highly competent in the use of IT packages to include Microsoft Word, Excel and PowerPoint | X |  |
| 2 years driving experience under licence with current clean licence and ability to safely drive a Transporter | X |  |
| Satisfactory Enhanced Access NI check | X |  |
| Able to work flexible hours as required including some weekends | X |  |
| The post holder will be required to wear identifiable clothing (uniform) whilst working | X |  |