

Role Description



Job Title	Rough Sleeper Outreach Officer
Service	Housing Services
Responsible to	Operational Co-ordinator
Reporting Roles	Not applicable
Purpose	To deliver the Rough Sleeper Outreach Service
Base	Martlesham Heath, Suffolk
Starting Salary	£22,854 (pro rata)
Working Hours	30 hours per week

Job Overview

The primary purpose of this role is to intensively support those who are experiencing homelessness and sleeping rough in the Suffolk Coastal area. By engaging closely with accommodation providers, local authority housing teams and mental health support services, our service will reduce the rough sleeping population and source accommodation solutions using a variety of methods including bed and breakfast, hostel accommodation and longer term solutions such as supported housing and private sector accommodation.

Responsibilities and Duties

Key duties include:

- Providing intensive, one-to-one support with a small group of individuals focusing on their accommodation related needs.
- Providing flexible support that is available when they need it, in agreement with line management.
- Inspiring and motivate individuals to believe they can succeed and that anything is possible.
- Ensuring that support is delivered in a way that empowers individuals to take ownership of their lives.
- Liaising with relevant partner agencies in order to meet the needs of the individuals.

Skills, qualifications, knowledge and understanding required

Knowledge of the following would be beneficial:

- Knowledge of accommodation pathways across Suffolk.
- General knowledge of the housing and benefits system.
- Ability to motivate and inspire service users who are historically difficult to work with.
- Resilience and tenacity to not give up where others have.
- Ability to inspire trust in service users.
- Ability to challenge and change entrenched patterns of behaviour.
- Risk assessment and risk management.
- Support planning.
- Safeguarding Adults and Children.

Additional requirements

- Must have a full driving license and access to own transport.