

Job Description

Service:	Community and Operational Housing
Job title:	Rough Sleeper Outreach and Support Officer
Grade:	Grade E
Hours of work:	37 Hours
Responsible to:	Resident Support Team Leader
Responsible for	
Direct reports:	0
Indirect reports:	0
Budget:	0

Service:	Community and Operational Housing
Purpose of Post: The District Council is committed to ensuring residents receive a proactive, person-centred approach to service delivery, helping to prevent financial hardship, poor wellbeing, homelessness and rough sleeping. The Rough Sleeper Community Support Officer will form part of the wider Community and Resident Support Team and play a key role in supporting rough sleepers, individuals at risk of rough sleeping, and those experiencing homelessness. The postholder will provide practical assistance, guidance and advocacy to help residents navigate crisis situations, access appropriate services and achieve sustainable outcomes. Working closely with the Rough Sleeper Street Outreach Service, the Housing Needs Team and a range of internal and external partners, the postholder will undertake intensive casework and outreach activity, supporting individuals to address the issues contributing to their homelessness and to engage with the services available to them. A significant proportion of this role is delivered in the community through proactive outreach. The postholder will be expected to work directly with rough sleepers in a range of settings including streets, parks, public spaces, temporary accommodation and other locations where individuals may be sleeping rough or at risk of rough sleeping. Building relationships with individuals who may be reluctant to engage with services will be a key aspect of the role. A key aspect of the role will be supporting residents to secure and sustain suitable accommodation. This will include assisting with housing applications and referrals, completing forms, attending appointments, supporting moves into temporary and permanent accommodation, and helping individuals understand their housing options and responsibilities. Using a strengths-based and trauma-informed approach, the Rough Sleeper Community Support Officer will work collaboratively with housing, health, social care, probation, employment and voluntary sector partners to develop coordinated support plans that improve wellbeing, increase independence and reduce the risk of future homelessness. The role will contribute directly to the Council's objectives of preventing homelessness, reducing rough sleeping and improving outcomes for some of the district's most vulnerable residents.	

Key Deliverables:

- Manage referrals relating to rough sleepers and individuals at risk of rough sleeping, providing direct, person-centred support that enables residents to address immediate needs and improve their overall circumstances.
- Build effective, trusting and professional relationships with rough sleepers and other vulnerable residents, ensuring that support addresses both presenting issues and wider underlying needs to achieve sustainable, long-term outcomes.
- Support individuals to access emergency, temporary and longer-term accommodation, working collaboratively with housing services and partner agencies to reduce rough sleeping and prevent future homelessness.
- Develop, implement and regularly review tailored support plans, identifying actions and interventions that promote independence, resilience and housing stability.
- Work closely with internal teams and external partners to provide coordinated support for individuals with complex needs, including mental health, substance misuse, physical health, offending history, debt, benefits and social isolation.
- Assist residents to access welfare benefits, including Universal Credit, Personal Independence Payment and other financial support, helping to maximise income and reduce financial hardship.
- Support residents with practical tasks including completing applications and forms, attending appointments, obtaining identification documents, accessing healthcare, opening bank accounts and engaging with specialist support services.
- Take ownership of the Council's rough sleeping support offer, acting as a key point of contact for stakeholders, maintaining knowledge of relevant legislation, policy and best practice, and sharing updates with colleagues when required.
- Promote the Rough Sleeper Programme through community engagement, partnership networks, stakeholder forums, events and other communication channels to increase awareness and encourage referrals.
- Work proactively to identify solutions to complex cases, demonstrating creativity, initiative and a commitment to achieving positive outcomes for residents while sharing learning and best practice across the team.
- Maintain accurate, timely and comprehensive case records, support plans and outcome information using council systems, ensuring compliance with service standards, performance requirements and data protection legislation.
- Monitor and report on customer outcomes, demonstrating the impact of interventions and contributing to continuous service improvement and the development of effective working practices.

- Develop and maintain strong partnerships with housing providers, health services, voluntary organisations, community groups and other stakeholders to improve outcomes for rough sleepers and vulnerable residents.
- Identify safeguarding concerns and take appropriate action in accordance with safeguarding policies and procedures, ensuring the welfare and protection of vulnerable adults.
- Deliver a high-quality, customer-focused service that promotes the Council's values, behaviours and reputation, while demonstrating professionalism, empathy and good judgement in challenging situations.
- Remain calm and resilient when supporting individuals with complex needs, conflict, crisis situations or challenging behaviours, maintaining a professional and solution-focused approach at all times.
- Work flexibly to meet service demands, including participation in outreach activities, occasional early morning, evening or weekend working, and lone working where appropriate and in accordance with council procedures.
- Contribute to the continual development of homelessness prevention and rough sleeping services, identifying opportunities for innovation, improved engagement and better outcomes for residents.
- Ensure all customer information is managed securely and confidentially, complying with all relevant legislation, council policies and information governance requirements.

Expected Outcomes

- Increased engagement with rough sleepers and individuals at risk of homelessness.
- Reduction in rough sleeping across the district.
- Increased numbers of residents moved into and sustaining suitable accommodation.
- Improved access to welfare benefits, healthcare and support services.
- Reduced repeat homelessness and rough sleeping.
- Improved wellbeing, independence and resilience among supported residents.
- Strong partnership working and positive stakeholder relationships.
- High-quality case management and accurate performance reporting.

	Essential (E) or Desirable (D)	Method of assessment
Knowledge and Qualifications		
Educated to GCSE level (or equivalent), including English and Mathematics.	Essential	Application
Commitment to continuous professional development.	Essential	Application
Relevant qualification in Housing, Homelessness, Advice and Guidance, Health and Social Care, Community Development or a related field.	Desirable	Application
Safeguarding Adults training.	Desirable	Application
Mental Health First Aid, Trauma-Informed Practice or related specialist training.	Desirable	Application
CIH qualification or equivalent housing-related qualification.	Desirable	Application
Understanding of the causes and impacts of homelessness and rough sleeping.	Essential	Interview
Knowledge of the challenges faced by individuals experiencing multiple and complex needs.	Essential	Interview
Awareness of safeguarding responsibilities and procedures relating to vulnerable adults.	Essential	Application / Interview

Understanding of the importance of confidentiality, information governance and data protection legislation.	Essential	Application / Interview
Knowledge of effective partnership working and multi-agency support.	Essential	Application / Interview
Knowledge of homelessness legislation and statutory homelessness duties.	Desirable	Application
Understanding of welfare benefits, Universal Credit and wider welfare reform.	Desirable	Application / Interview
Knowledge of local housing pathways and accommodation options.	Desirable	Application / Interview
Understanding of trauma-informed and psychologically informed approaches to support.	Desirable	Interview
Knowledge of substance misuse, mental health and offending-related support services.	Desirable	Interview
Experience		
Experience of delivering person-centred support and managing a caseload.	Essential	Application / Interview
Experience of working with multiple agencies and services to achieve positive outcomes for customers.	Essential	Application / Interview



Experience of maintaining accurate records and using case management systems.	Essential	Interview
Experience of dealing with sensitive, complex or challenging situations professionally and effectively.	Essential	Application / Interview
Experience of working with rough sleepers or homeless households.	Desirable	Interview
Experience within a local authority housing or homelessness service.	Desirable	Application / Interview
Experience of undertaking outreach work or lone working.	Desirable	Application / Interview
Experience supporting customers to access welfare benefits and financial support.	Desirable	Application / Interview
Experience of supporting customers with mental health, substance misuse or multiple disadvantage needs.	Desirable	Application / Interview
Skills and Abilities		
Ability to build trusting and productive relationships with vulnerable individuals.	Essential	Interview
Excellent verbal and written communication skills.	Essential	Application / Interview

Ability to assess needs, identify solutions and develop practical support plans.	Essential	Interview
Strong organisational skills with the ability to prioritise and manage a varied caseload.	Essential	Application / Interview
Ability to work independently and use initiative while also working effectively within a team.	Essential	Application / Interview
Ability to problem solve and find creative solutions to complex situations.	Essential	Interview
Ability to work collaboratively with a wide range of partners and stakeholders.	Essential	Interview
Competent IT skills, including the use of Microsoft Office applications and case management systems.	Essential	Application / Interview
Ability to record information accurately and maintain high quality case records.	Essential	Interview
Ability to remain calm, resilient and professional when dealing with challenging situations and behaviours.	Essential	Interview
Ability to deliver presentations, training or awareness sessions to stakeholders.	Desirable	Interview / Assessment
Experience of promoting services through community engagement activities.	Desirable	Interview

Decision Making and Impact on Others	Essential • Communicates clear decisions and understands the impact and repercussions of these decisions • Understands that some decisions may not be the customers preferred outcome. • Having the ability to make independent decisions as needed and knowing when to seek further advice and confirmation.
Communication with Internal and External Customers	Essential • Develops and maintains productive relationships with internal and external customers. • Explores the customer's situation with them to develop a fuller understanding of the underlying need. • Delivers what they have agreed with the customer. • Takes action to manage resident expectations. • Advocates customer satisfaction as a key value for themselves and the council. Internal customer contact 30% External customer contact 70%
Personal Attributes and Other Requirements	Essential • Empathetic, approachable and non-judgemental approach to working with vulnerable people. • Commitment to equality, diversity and inclusion. • Commitment to safeguarding and promoting the welfare of vulnerable adults.

	• Strong customer focus and commitment to delivering high-quality services. • Ability and willingness to work flexibly, including occasional early mornings, evenings and weekends as required. • Professional, reliable and accountable in all aspects of work. • Commitment to continuous improvement and learning. • Ability to maintain confidentiality and exercise sound judgement. • Full UK driving licence and access to a vehicle for work purposes (or ability to meet the travel requirements of the role).
HDC values 	The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team. Inspiring: We have genuine pride and passion for public service; doing the best we can for customers. Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers. Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers. Respectful: We respect people's differences and are considerate to their needs. Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.

Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

- Ability to safeguard and promote the welfare of children and young people/vulnerable adults
- Demonstrates understanding of safeguarding issues
- Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda
- Can demonstrate an ability to contribute towards a safe environment
- Is up-to-date with legislation and current events
- Can demonstrate how s/he has promoted 'best practice'
- Shows a personal commitment to safeguarding children