

# RUGBY BOROUGH COUNCIL

## JOB PROFILE

<b>Post No.</b>	309046
<b>Post Title:</b>	Outreach & Advice Officer
<b>Unit/Team:</b>	Housing Advice and Enabling Team
<b>Grade:</b>	E
<b>Service:</b>	Communities and Homes
<b>Reports to:</b>	Team Supervisor (Outreach)
<b>Issue Date:</b>	January 2026

### PURPOSE OF THE ROLE

- Effective Outreach work - monitoring, identifying and engaging with individuals who are rough sleeping or at risk of rough sleeping by completing regular verifications and identifying housing solutions preventing them from returning to rough sleeping.
- Providing housing options, advice and guidance to those who are homeless or threatened with homelessness with the aim to assist with prevention of homelessness at the earliest possible stage in third party locations.
- Working in collaboration with the Homelessness Prevention Team in administering applications, completing triages for people rough sleeping and assisting with their Personal Housing Plans to ensure targets are met.
- Determining and completing applications to join the Council's Housing Waiting List. Administering applications for Housing Benefit, Council Tax Reduction, Discretionary awards and providing financial advice and support to clients.
- Assisting with the management of HMO for up to 6 people designed to serve as a 'respite' accommodation for individuals who are rough sleeping - providing regular support for up to 56 days with a view to identify and move on to alternative accommodation and meet targets.
- Working with clients to settle where possible into future accommodation including the provision of private sector leased accommodation.

### 1. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

#### 1.1 Outreach Work

- 1.1.1 Day to day operation and delivering outreach services to people who are rough sleeping and those at risk of returning and becoming rough sleepers.

- 1.1.2 Identifying and monitoring the number of people rough sleeping in the borough and working towards its reduction.
- 1.1.3 Engaging and supporting individuals who are rough sleeping by identifying and addressing their needs by liaising with internal and external partners to identify long term housing solutions.
- 1.1.4 Completing verification of individuals sleeping rough on a weekly basis – early outreach and ad-hoc verifications.
- 1.1.5 Working with Target Priority Group – people with complex needs who have been rough sleeping for extensive amount of time and require multi-agency response to find solutions.
- 1.1.6 Working in collaboration with the Homeless Prevention Team in administering applications and completing triages for individuals who are rough sleeping and assisting with their Personalised Housing Plans to ensure targets are met.

## **1.2 Co-Located Advice and Support**

- 1.2.1 Providing housing options, advice and guidance to those who are homeless or threatened with homelessness with the aim to assist with prevention of homelessness at the earliest possible stage in third party locations including example, Job Centre and Foodbank.
- 1.2.2 To assist with the prevention of homelessness by engaging with external partners and agencies to support clients. To act as a link between Case Workers and the client as required.
- 1.2.3. Identify the financial support required for the housing solution to remain affordable and long term. Support the client to access and engage with budgetary support if required.
- 1.2.4. Support clients to access appropriate benefits by liaising with relevant organisations and completing necessary processes.
- 1.2.5. Working in collaboration with the Homelessness Prevention Team in administering applications, completing triages, assisting with their Personal Housing Plans to ensure targets are met.
- 1.2.6. Determining and completing applications to join the Council's Housing Waiting List. Administering applications for Housing Benefit, Council Tax Reduction, Discretionary awards

## **1.3 Tenancy and Property Management**

- 1.3.1 Support with day to day operation of six- bed HMO designed to serve as a short term 'respite' accommodation for people who are rough sleeping or at risk of rough sleeping.

- 1.3.2. Work in collaboration with the Outreach Worker and Homelessness Prevention Team in supporting the cohort and completing Personalised Housing Plans for HMO tenants with the aim of resolving their homelessness.
- 1.3.3.. Support with managing tenants' rent accounts and rent collection.
- 1.3.4.. Support work with clients to ensure they are complying with the licence requirements for accommodation and take appropriate action where there are breaches of licence conditions.

#### **1.4 Service Delivery and Improvement**

- 1.4.1 To work across the Housing Advice and Enabling Team and wider Communities and Homes Service to ensure that services are robust, harmonious, and meet the needs of clients
- 1.4.2 To work with the Team Supervisors and Lead Officers to ensure that there is a holistic approach to service delivery putting the client at the centre of what we deliver.
- 1.4.3 Keep accurate records and monitor the progress of all case and ensuring records are completed in a timely & accurate manner. Present records at case management and steering group meetings.
- 1.4.4 To provide timely and robust key-performance data to identify blockages to service delivery at an early stage.
- 1.4.5 To encourage a culture of continuous improvement within the team, with all team members involved and responsible for taking the service forward.
- 1.4.6 To be innovative and creative with trialling new ways of delivering a service that meets the needs of clients.
- 1.4.7 Actively contribute to the future development of the service.
- 1.4.8 Working with others across the Communities and Homes Service to make best use of IT solutions to assist the work of the team, ensuring it meets our needs and the needs of clients.
- 1.4.9 To integrate equal opportunities and anti-discriminatory practices into all aspects of the post and in particular, work with disadvantaged groups and socially excluded communities to increase resident activity and involvement.

## **1.5 External Relations**

- 1.5.1 Promote new and strengthen existing partnerships in order to improve and expand the current service and strengthen multidisciplinary working approach.
- 1.5.2 Represent the Council at meetings with internal departments and external organisations
- 1.5.3 Arrange and attend case conferences involving other agencies and statutory bodies.
- 1.5.4 To represent the Council at Tribunal and Court as and when required.

## **1.6 Development of Self and Others**

- 1.6.1 To ensure that you are up to date with legislation and best practices for the service area.
- 1.6.2 To demonstrate vision and commitment to delivery of the service.
- 1.6.3 To take responsibility for identifying your own development and training requirements (technical and interpersonal skills based)
- 1.6.4 To strive for continuous improvement of yourself and the team
- 1.6.5 To actively engage in the 1:1 Support and Supervision Meeting

## **1.7 Customer Care**

Ensure that the Council's "CAN DO" values, Equality and Diversity policies are embedded in service delivery.

## **2. OTHER DUTIES AND RESPONSIBILITIES**

Any other reasonable duties as requested by your manager, in line with individual skills and knowledge, including one off projects

## **3. SUPERVISORY RESPONSIBILITIES**

Coaching of less experienced members of the team

## **4. FINANCIAL RESPONSIBILITIES**

Responsible for protection of public funds through correct administration of the benefits system, allocation of housing and other financial assistance.

## **5. RESPONSIBILITY FOR ASSETS AND DATA**

Responsibility for all the assets within the team, such as IT and office furniture and equipment, and data, especially confidential personal data of all customers

## **6. EXTENT OF PUBLIC CONTACT**

- Residents
- The Police and Department for Families and Children.
- Department for Work and Pensions
- Voluntary and statutory agencies.
- GP's, Health Visitors, Mental Health Resource Centre, Occupational Therapists, Housing Associations.
- Other local authorities, solicitors and other professional organisations.
- CAB and Mediation Services.
- Other services within the Council and Senior Officers within Housing and other services.
- Councillors and the MP.

## **7. WORKING CONDITIONS AND ENVIRONMENT**

- 7.1.1 The post holder will mainly be required to work across a number locations across Rugby, including hospital and other care settings, partner agencies. There may also be a requirement to work at hospital and other care settings across Warwickshire
- 7.1.2 The post-holder will be required to work flexibly to meet the needs of the service and may be required to work unsociable hours, including evenings and weekends
- 7.1.3 You will be required to have a Basic Disclosure and Barring Service check

## **8. CORPORATE RESPONSIBILITIES**

All staff have to act within the Council's rules and follow all reasonable management requirements. These are contained within: The Council's Standing Orders, Employment Policies, Constitution and Code of Conduct for Employees. Other documents may be introduced at times setting out rules of the Council. These will cover responsibilities and requirements for the following:

Financial Accounting  
Equality and Diversity  
Health and Safety  
Risk Management  
Anti- Fraud  
Data Quality and Data Protection  
Business Continuity

Major Emergency Plan  
Procurement and Contract Management  
Safeguarding of Children and Vulnerable Adults

Copies of the relevant rules and policy are available on the staff intranet or from your manager

In addition, all employees are expected to behave in line with our Values and Behaviours and challenge other employees whose behaviour is against our values.

**9. KNOWLEDGE, SKILLS, EXPERIENCE AND QUALIFICATIONS**

Refer to Person Specification attached.

**Signed as agreed:**

Postholder

Date

## PERSON SPECIFICATION



### Post: Outreach & Advice Officer

For effective performance of the duties of the post the postholder will be able to demonstrate that they have the skills and/or knowledge detailed in 'Essential Criteria'.

Criteria	Essential/ Desirable	Method of Assessment
Experience of delivering customer-focused support and guidance.	E	A,I
Experience of working within the outreach team and/or statutory and/or voluntary homeless services supporting people who are rough sleeping	D	A,I,R
Experience of working with vulnerable and individuals with multiple complex needs.	E	A,I
The ability to advocate on behalf of vulnerable clients who may present distressed and have difficulty in engaging with statutory services.	E	A,I
An understanding of the range needs that can prevent a client from maintaining accommodation and returning to rough sleeping.	E	A,I
Excellent listening and communication skills with a wide range of people of all ages and background	E	A,I
Experience of explaining complex issues in a face to face or telephone-based environment	E	A,I
A good understanding of housing & homelessness legislation, private sector housing and voluntary homelessness organisations.	E	A,I
Experience of working in housing related advisory role.	D	A,I,R
A good understanding of the importance of confidentiality, safe practice, safeguarding, anti-discriminatory practice and equal opportunity	E	A,I
Experience of working in partnership to; network, influence, problem solve, overcome barriers and apply solution focused approaches	E	A,I
The ability to work well within a team and under own initiative and of maintaining professional boundaries with customers and partner agencies	E	A,I
Good time management skills and the ability to work effectively under pressure and prioritise to meet deadlines	E	A,I
A good standard of education to enable the creation of letters undertaking basic arithmetic	E	D
Experience of using IT systems to input and retrieve information accurately	E	A,I
Full driving license and access to a vehicle to undertake home visits across the Borough.	E	A,D

Application	A
Interview	I
Test (written, presentation, practical – e.g. word processing)	T
References	R
Documentary – e.g. certificates	D