



## Job Description

Job title	Outreach and Rough Sleeper Officer	Hours	37 hours per week <i>Flexible working options are available, including job share</i>
Department	Housing	Salary	SK10 (£33,498 per annum)
Location	Currently mix of home and office-based working	Contract	Permanent

### Main Job Purpose

To provide frontline, street-based outreach and housing-related support to individuals experiencing rough sleeping. This role focuses on engaging with people facing rough sleeping, building trust, and supporting them to access appropriate accommodation and helping them to sustain and maintain their tenancies.

This role will contribute to the Council's responsibilities under Part VII of the Housing Act 1996 (as amended by the Homelessness Reduction Act 2017) by supporting homelessness prevention and relief work. This includes working closely with Housing Options Officers and other authorised colleagues to assist individuals through their housing journey.

This role is not politically restricted.

### Main Statement of Responsibilities

1. Undertake outreach work to engage with individuals sleeping rough, including visits to known locations at varied times, and build sustained engagement to encourage access to housing and support services.
2. Identify immediate housing, support, and safeguarding needs, responding appropriately and making referrals in line with Council procedures and statutory guidance.
3. Support the Council's duties under Part VII of the Housing Act 1996 and the Homelessness Reduction Act 2017, contributing to homelessness prevention and relief activity.
4. Assist Housing Options Officers with homelessness assessments by gathering information, completing initial enquiries, and supporting customer engagement.
5. Contribute to the development, delivery, and review of Personalised Housing Plans (PHPs) and support customers to understand and take reasonable steps set out within them.
6. Liaise with Housing Options Officers to support case progression and ensure customers are referred appropriately to authorised officers for formal homelessness applications and decisions.
7. Act as a key worker for service users, providing coordinated housing-related, practical, and tenancy-focused support.
8. Plan and manage a caseload, including coordinating joint visits with internal services and external agencies to provide holistic support.
9. Support access to emergency, temporary, supported, and longer-term accommodation in line with agreed pathways and service protocols.
10. Prepare customers for independent living and longer-term accommodation, including understanding tenancy agreements and expectations.
11. Support tenancy sustainment by assisting customers to manage rent payments, access welfare benefits, and prevent eviction.



12. Provide financial guidance, including money management, budgeting, income and expenditure assessments, and support with benefit entitlements.
13. Advocate on behalf of service users with internal departments, registered providers, landlords, and partner agencies.
14. Provide operational and administrative support to the Housing Options and Housing Register teams, including assisting customers to complete applications and understand housing processes.
15. Provide practical assistance to support accommodation placements and moves, including safely lifting, moving, and carrying furniture and household items in line with manual handling and health and safety requirements.
16. Work collaboratively with internal departments and external agencies including health, social care, probation, and voluntary organisations, attending and contributing to multi-agency meetings as required.
17. Identify, respond to, and escalate safeguarding concerns relating to vulnerable adults, children, and young people in line with Council policies and statutory guidance.
18. Support service promotion and engagement by participating in outreach activity, resident meetings, and the development of information materials to enhance tenancy sustainment, wellbeing, and community integration.

## Core values

Our vision is to “be the best district in which to live, work, and visit.” To achieve this promise, we are building an organisation with a strong internal culture. Our values determine how we behave and deliver services to our residents and businesses and how we interact with each other, and we believe that our values are just as important as skills.

They focus attention on six areas:

### Trust

- We act with credibility, professionalism and integrity in all that we do.
- An important guiding principle in the Council’s operations and decision-making process, Trust is found in all relationships; from colleagues, Members and building our resident’s trust.

### Empowerment

- Committed to creating an environment where colleagues are encouraged and supported to take initiative.
- A culture of collaboration and teamwork where everyone is encouraged to share ideas, contribute and work together.

### Accountability

- Taking responsibility for our actions and operating in a transparent manner.
- Being responsible for our own performance.

### Making a Difference

- Addressing the complex challenges we face with innovative solutions.
- Driven by a purpose to create a positive impact and improve the lives of residents and the community of South Kesteven.



**Supportive to All**

- Putting residents at the heart of everything we do.
- Being an inclusive Council that values and celebrates diversity.

**Kindness**

- Empathy and understanding of others.
- Treating everyone with respect.



**Flexibility**

Some flexibility in the working hours will be required from time to time. This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to duties which may have to be varied (after discussion with the post holder) subject to the changing needs of the organisation.

**Person Specification**

**Relevant Experience, Skills and Knowledge**

**Essential**

- Manages time effectively and delivers against agreed objectives
- Able to challenge the norm and find ways to improve
- Take personal responsibility for own work and focuses on solutions and action to ensure agreed objectives are met
- Evidence of successful partnership or multi-agency working
- Responds independently to unanticipated problems and situations.
- Uses a rational and disciplined approach to problem solving
- Makes effective decisions as to when, how and why duties are to be carried out and has clarity about the desired outcomes.
- Produces medium-term solutions or plans
- Experience of effective money management, benefit and debt advice, and in promoting financial inclusion
- Experience of homeless prevention/Tenancy Management
- Understanding of adult and children’s safeguarding
- Able to work on own initiative
- Ability to meet deadlines with attention to detail
- Flexibility in approach to changing workloads
- Ability to remain calm in pressurised situations
- Ability to work quickly and accurately
- Able to confidently multi task



- Able to inspire confidence

Desirable

- Experience of producing support plans for vulnerable people

**Relevant Qualifications**

Essential

- Good standard of general education (GCSE or equivalent)
- Current driving license

**Communication and Interpersonal Skills**

Essential

- Effectively exchanges complicated or sensitive information with a range of people, orally and in writing
- Communicates effectively; able to persuade groups of people and to deal with differing points of view
- Ability to work with a diverse range of people including vulnerable customers
- Communicates clearly using straightforward language
- Able to work with others to get the job done well
- Experience of dealing with and supporting vulnerable clients including tenants
- Experience of successful partnership working
- Experience of providing an effective customer focussed service which delivers increased tenancy sustainment
- Experience of providing services to particularly vulnerable residents
- Experience of group work or 1;1 support work relating to vulnerable people
- Ability to work as part of a team
- Able to communicate complex messages in a simple and empathetic way to customers