



Information pack for the post of
Support Officer Rough Sleeping
Job reference number 1331
Closing date: 30 October 2026 (12 noon)
Interview date: 16 November 2026

Guidance on completing the application form.

Please ensure all sections of the application form are complete.

Before filling in your application form, please read the job description carefully. This outlines the duties to be performed, the person specification will outline the skills, abilities and qualifications required of the postholder. You will need to demonstrate that you meet the requirements of the job description, (or at least have the potential to do so), in order to be shortlisted for an interview.

Please note, when copying and pasting text into the online application form the formatting may change, so please check before submitting.

We understand that some applicants may use artificial intelligence (AI) tools to assist with preparing their applications. All submitted information, whether supported by AI or not, must accurately reflect the applicant's own skills, experience, and qualifications. Recruitment decisions will be based on how well applicants demonstrate these attributes during the interview and selection process.

Disclosure and Barring Service (DBS)

Some posts may be subject to a basic or an enhanced DBS check. This will be stated in the advertisement, Job Description or Person Specification. Further information about this check can be obtained from the following website:

www.gov.uk/disclosure-barring-service-check

Politically Restricted Post

Some posts may be politically restricted which means Under the Local Government and Housing Act 1989 some posts will be disqualified from being a Councillor, Member of Parliament or Member of the European Parliament. The regulations restrict you from undertaking:

- Candidature for election
- Holding office in a political party
- Canvassing at elections
- Speaking or writing publicly on matters of party political controversy.

Additional Clearance

Some posts may at any time be required to undertake additional clearance or checks.

These may be required in order to comply with a request from a Government body or as a result of a statutory requirement and may include some form of criminal record check.

Referees

References must cover the last 3 years together with a reasonable account of any significant periods (6 months or more) of time spent abroad.

Ensure that the names of referees that you supply relate to people who you know in a professional capacity. Ideally, at least one referee should be your current manager or college tutor. Previous managers or tutors can also be named, but where possible, you should avoid providing names of colleagues or friends as referees.

Your referees will be asked to supply information regarding your professional and technical ability, your character and personality, and your timekeeping and reliability. They will also be asked for information regarding your general health and absences on the grounds of sickness over the last two years.

Evidence of information provided in your application form

Successful candidates will be required to provide documentary evidence of the qualifications required to do the job. We reserve the right to verify any information given on the application form and failure to provide such evidence will result in the offer being withdrawn or in dismissal.

Equality and diversity

Spelthorne Borough Council is committed to equality of opportunity for all in relation to the services and functions it carries out and in the employment practices it follows. As a responsible employer, the Council will conduct its affairs in a manner which will not unlawfully and unjustifiably cause disadvantage to any employee or job applicant on the following grounds: age, disability, sex, gender reassignment, pregnancy and maternity, race, sexual orientation, religion or belief or marriage and civil partnership.

As users of the disability confident scheme, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancy.

Complaints about equality and race equality issues will be dealt with promptly and seriously. Please refer to our website for further information.

Eligibility to work in the UK

The Asylum and Immigration Act makes it a criminal offence for employers to recruit staff who are not entitled to work in the UK. Therefore any offer of employment will be subject to the provision of documentary evidence to demonstrate that the successful candidate is entitled to work in the UK.

What happens after I submit in my application?

The shortlisting panel will look at your application form after the closing date to see how well your skills, experience and knowledge meet the requirements of the job set out in the person specification. Candidates who are shortlisted for interview will be advised of the arrangements.

Telephone **01784 444263** or e-mail recruitment@spelthorne.gov.uk with any queries.

You are also able to apply online using www.surreyjobs.info

surreyjobs.info
A revolution for Public Sector jobs in Surrey
www.spelthorne.gov.uk





Advert

Support Officer (Rough Sleeping)

12-month Fixed term

Salary £36,555 - £38,866 pa plus Essential user car allowance

36 hours per week

It's an exciting time to join the Community Wellbeing team within Spelthorne with new supported accommodation to help with move on accommodation and an ambitious plan to purchase more properties. We aim to end the use of bed and breakfast accommodation, promote independence and wellbeing and maximise the use of the private rented sector for homelessness prevention and relief as well as keep rough sleeping as close to zero as possible.

As a Support Officer, you will undertake an assertive outreach service to rough sleepers both inside and outside of standard office hours, if required. You will ensure that contact is made and sustained with rough sleepers in Spelthorne, appropriate assessments and referrals are undertaken and that all clients are engaged with services in order to receive support towards ensuring they move from the streets, and into accommodation or reconnection services.

You must be able to network and build strong relationships with partner agencies, community and faith-based groups. Whilst you don't need to have direct experience of providing an outreach service to street homeless people, you must have experience of working in a customer-facing role with a complex and diverse client group.

Much of your work will be around communication, and so you must be able to communicate effectively. You must be self-motivated, flexible and responsive to the needs of the clients in your caseload.

This is an exciting opportunity to make your mark in Spelthorne, and in doing so, support some of the most vulnerable residents in our community.

This post is identified as a hybrid post supporting both office and home working in line with Spelthorne Borough Council's policy. The post holder will be required to attend the office in line with a rota and any service requirements. Flexible, and hybrid working subject to regular review. Postholder must be able to visit clients where they may be living or bedding down.

The ability to converse at ease with customers and provide advice in accurate spoken English is essential for customer facing posts. These posts fall within the scope of the Code of Practice on English language requirement for public sector workers. The Council, therefore, has a statutory duty under Part 7 of the Immigration Act 2016 to ensure that post holders have a command of spoken English sufficient for the effective performance of the job requirements. If you have any queries or would like to discuss this further, please contact Human Resources.

Please note as part of the employment checks this post will be subject to a Basic Disclosure & Barring Service (DBS) check.

Please note that as part of the employment checks, this post has an essential car user allowance attached to it. A valid driving licence, and access to a vehicle insured for business use will be required.

Spelthorne Borough Council use the Microsoft Authenticator app as a secure way of accessing our network. Successful candidates will be required to use their own mobile device to download and use Authenticator.

In return, we can offer excellent conditions of service with a benefits' package that includes flexible working hours, pension scheme and at least 23 days' paid leave per year (pro rata for part time).

Closing date: 30th October 2026 (12 noon)

Interview date: 16th November - Interviews will be held in person at the Council Offices.

To apply please use the 'apply online' button below.

CVs can only be accepted in support of a completed application form.

Unfortunately, we are unable to reply to all candidates. If we have not contacted you within 3 weeks of the closing date then your application has been unsuccessful. All shortlisted applicants will be contacted via email after the closing date.

Local Government Reorganisation (LGR)

Spelthorne Borough Council is undergoing Local Government Reorganisation, moving from a two-tier system to two new unitary councils in April 2027. Please see more information here [Local government in Surrey is changing | Spelthorne Borough Council](#)

Working towards equal opportunities

Strictly No Agencies

Job Description

Date Prepared: August 2026

Post Title: Support Officer (Rough Sleeping)

Post Number: 2757 **Grade:** Scale 6

Hours: 36

Group: Community Wellbeing

Report To: Rough Sleeper Co-ordinator

General Duties: To undertake an assertive outreach service to rough sleepers, including outside of standard office hours, working flexibly to accommodate a greater outreach service in the winter months. Ensure that contact is made and sustained with rough sleepers in Spelthorne, appropriate assessments and referrals are undertaken and that all clients are engaged with services, in order to, receive support towards ensuring they move from the streets, and into accommodation or reconnection services.

Working with the Rough Sleeper Co-ordinator to be the single point of contact for all rough sleeping related work in Spelthorne and the surrounding areas.

General Responsibilities:

Customer Care

To ensure all government legislation and guidelines are adhered to. To ensure value for money and a high standard of customer care is maintained.

Equal Opportunities

The Council is committed to achieving equality of opportunity and expects all employees to implement and promote its policies in all areas of their work.

Health and Safety

The Council is committed to providing a healthy and safe working environment and expects all employees to implement and promote policies in all areas of their work

including attending training as appropriate.

GDPR:

The council is committed to the principle of confidentiality and the requirements of the Data Protection Act and expects all employees to implement and promote its policies in all areas of their work including attending training as appropriate.

Essential requirements

Must be able to carry out visits to clients where they may be living or bedding down in the community.

Particular duties and responsibilities

1. Undertake assertive, consistent outreach work for rough sleepers in Spelthorne, primarily during office hours but including working early mornings, late night and at weekends, if required.
2. Assess the needs of individual rough sleepers and provide them with a variety of options of support services and accommodation, in liaison with other agencies and specialist workers.
3. Support and work closely with rough sleepers housed under the RSAP (rough sleeper accommodation pathway) and make sure they are tenancy ready to move on.
4. Maintain accurate case records of contact attempted and made with rough sleepers.
5. Assist clients to claim benefits, including in person and online, and or maximise income through getting clients into work.
6. Advocate on behalf of rough sleepers, where appropriate, regarding their welfare rights, health needs and other issues affecting their health and wellbeing.
7. Work collaboratively with the social, private and supported housing providers as well as Spelthorne Rentstart, to source and secure appropriate accommodation options for clients.
8. Working with the Rough Sleeper Co-Ordinator to be the single point of contact for all rough sleeping outreach matters in Spelthorne.
9. Coordinate Spelthorne's response to Severe Weather Emergency Protocol (SWEP) activation.
10. Coordinate Spelthorne's monthly rough sleeper estimate / count.
11. Case manage all StreetLink referrals coming into the authority.
12. Work in partnership with the Council's Housing First scheme, run by A2Dominion.

13. Forge and maintain links with partner agencies such as other local authorities, voluntary and faith-based agencies, outreach teams, hostels and private landlords to support clients off the streets and into settled accommodation. To deliver and ensure that contact is made and sustained with rough sleepers in a specific area.
14. Support the coordination of government data returns.
15. Attend networking and liaison meetings as necessary, some of which may require travel.
16. Support the effective delivery of the rough sleeper initiatives budget, keeping accurate financial and administrative records, such as petty cash receipts.
17. Work in partnership with the Council's Law Enforcement and Community Safety teams in relation to rough sleepers in Spelthorne.
18. Follow safeguarding procedures and policies to ensure that vulnerable adults with housing difficulties receive the right services at the right time.
19. Work outside of standard office hours, as required, to deliver the outreach service, following all lone working procedures and policies.
20. Carry out such other duties as may be required by your Group Head/Deputy Chief Executive appropriate to your skills and to a level of responsibility not exceeding the grade on which you are appointed. In accordance with the Equality Act any reasonable adjustments will be made to overcome any factor which puts a disabled employee or applicant at a disadvantage.

Spelthorne Borough Council
Person Specification

Post: Support Officer (Rough Sleeping)

Post Number: 2757

Key Job Requirements		Desirable / Essential	Testing Mechanism
1. Skills			
	Ability to network and build strong relationships with partner agencies, community and faith-based groups.	Essential	Application/ Interview
	Ability to work on own initiative, including time management and ability to meet targets.	Essential	Application/ Interview
	Ability to constructively challenge in the workplace – but to also overcome obstacles and proactively find solutions.	Essential	Application/ Interview
	Ability to navigate the benefits system and assist clients maximise their income.	Essential	Application/ Interview
	Ability to communicate very effectively at different levels and convey complex information in a straightforward way (including the production of clear, concise reports, correspondence and notes)	Essential	Application/ Interview
	Ability to use IT packages and management information systems, both office-based and remotely.	Essential	Application/ Interview
	Ability to deal with distressed and aggressive clients.	Essential	Application/ Interview
2. Experience			
	Experience of working in a customer-facing role, motivating complex and diverse client groups to sustain housing, health and or work outcomes	Essential	Application/ Interview
	Experience of providing outreach services to street homeless people.	Desirable	Application/ Interview
	Experience of working with clients experiencing		

Spelthorne Borough Council
Person Specification

Post: Support Officer (Rough Sleeping)

Post Number: 2757

Key Job Requirements		Desirable / Essential	Testing Mechanism
substance misuse and mental health issues.		Desirable	Application/ Interview
3. Knowledge			
Knowledge of the difficulties and barriers faced by rough sleepers in accessing accommodation.		Essential	Application/ Interview
Knowledge of homelessness legislation.		Desirable	Application/ Interview
4. Qualifications			
Housing qualification		Desirable	Application/ Interview
5. Personal Qualities			
To communicate effectively		Essential	Application/ Interview
Be a good team player		Essential	Application/ Interview
Be self-motivated and enthusiastic		Essential	Application/ Interview
6. Other			
Hold a current drivers' licence and have use of a motorised vehicle for business		Essential	Application
Ability to work unsocial hours, to include nighttime, early mornings and weekends as required, to carry out visits to clients where they may be living or bedding down in the community.		Essential	Application/ Interview