

JOB DESCRIPTION – Roma Outreach worker (Full-Time, 12 Month fixed term Contract)

Reporting to Outreach Team Leader

Salary £31,500

Location Kingston upon Thames

Hours Full time, 37.5hrs, Monday - Friday

This role will require the person to work early mornings and late nights in order to conduct outreach shifts in the Borough.

UK Driving Licence and Romani or Romanian language skills are essential.

ABOUT US

We are SPEAR, a charity dedicated to helping homeless people across five South West London boroughs to find secure accommodation and work towards a positive future. For almost 35 years, we've worked tirelessly to support homeless people to recover from their personal issues and break down the barriers that they face. We recognise that homelessness is much more than just a housing issue, so we provide a range of accommodation and support services to help people reach their full potential.

PURPOSE OF JOB

The purpose of the Roma Outreach Worker role is to deliver an effective service to single people who are currently rough sleeping. This post will actively support Roma clients, providing a continued and consistent point of contact whilst assisting them in navigating the various change pathways available to them.

Are you passionate about utilising your language skills to assist in ending rough sleeping? Our organisation takes a proactive stance in supporting individuals away from rough sleeping, aiming for permanent transitions from rough sleeping.

We are seeking a dynamic and self-driven individual with language proficiency in Romanian or Romany to join our Kingston Outreach Team as a Roma Outreach Worker. In this pivotal role, you will engage in street outreach shifts, assess needs, and deliver personalised case management. It is the beginning of assisting clients on their journey from homelessness to independence.

DUTIES

Main role and responsibilities:

- To be responsible and accountable for the effective delivery of high-quality outreach services for rough sleepers, in line with SPEAR's policies and procedures.
- Provide an effective needs-led service for client's engagement with SPEAR, to effect sustainable, long term change.
- Conduct regular outreach shifts, in order to identify and contact rough sleepers, carrying out verifications and obtaining information to support their move on.
- Ensure assessments and support services are culturally appropriate and relevant to the Roma community, facilitating their engagement with available resources.
- Establish partnerships with multi-disciplinary teams and agencies, advocating for Roma individuals regarding welfare rights, immigration issues and other support needs as necessary
- Work with allocated clients to assess their needs, refer to appropriate support services, and secure appropriate accommodation
- Assist clients with finances, including benefit claims and debt issues, liaising with appropriate agencies.
- To be responsible and accountable for ensuring provision of advice, support, crisis intervention, and future planning, appropriate to the express needs of service users.

General:

- Contribute to regular team meetings, away days and staff meetings.
- Maintain a safe and appropriate physical environment for staff and service users, in line with SPEAR's Health and Safety Policy.
- Liaise and work with all internal stakeholders to deliver an effective service across boroughs.
- Undertake other duties as your line manager should require in keeping with the responsibility of the post.

PERSON SPECIFICATION

Essential skills, knowledge and experience

- Able to speak Romani or Romanian fluently or to a high level.
- Full and clean UK driving licence.
- Good understanding of the Roma communities.
- Experience of working within the homelessness or social care sector.
- Have a creative, solution-focused approach to overcoming challenges.
- Knowledge of GDPR and data management.

- Knowledge of current drug and alcohol provision and relevant services, pathways and conditions.
- Emotional resilience to deal with challenging behaviour and to facilitate ongoing constructive engagement.
- Solid IT skills with the ability to record sound and accurate records in a timely fashion on IT applications such as CHAIN and Inform.
- A commitment to learning and continuous improvement.
- Experience of support planning and risk assessing clients with complex needs, including safeguarding knowledge.
- Able to develop positive and professional working relationships with clients to facilitate the best possible outcomes and address issues of social isolation and exclusion.
- Experience in conducting client assessments and interviews and outcome monitoring.

VALUES

Working Together

We work alongside service users, partners, staff and volunteers to provide services that meet the needs of the people we help. Together we overcome challenges

Aspirational

We aim high, aspiring to achieve the very best outcomes for our clients. We see potential in everyone and encourage our staff and clients to achieve their own goals, dreams and ambitions. We aspire to the highest standards of professionalism

Respectful

We respect everyone, regardless of their background or circumstances. We view everyone as an individual with their own personal journey. We always listen to and value people's views

Determined

We work tirelessly to support people experiencing homelessness to recover from their personal issues. We break down the barriers people experiencing homelessness face.

Visionary

We try new and innovative ways to provide long-term solutions and reduce the isolation of homelessness. We are always willing to take a new approach, learning from what works (and what doesn't) and use this to guide our work



At SPEAR, we welcome and encourage applications from everyone, regardless of age, disability, gender, ethnicity, religion, and sexual orientation. We are facing diverse problems, so need diverse people to tackle them.