

## **JOB DESCRIPTION - Integrated Outreach Team Leader**

**Reporting to:** Operations Manager, Outreach

**Salary:** £35,747 per annum

**Location:** Kingston Upon Thames

**Hours:** Full time, 37.5hrs, Mon– Fri (minimum 3 days in office, subject to increase)

This post holder may also be expected to travel inside and outside of the borough at times.

### **ABOUT US**

We are SPEAR, a charity dedicated to helping homeless people across six London boroughs to find secure accommodation and work towards a positive future. For over 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**

To be responsible for the successful delivery of SPEAR Integrated Outreach services, ensure that shift patterns and practices are set to ensure that meaningful contact is made and sustained with all rough sleepers in the borough. To comprehensively support a team of outreach workers, and rough sleeper navigator case workers. To ensure that effective assessments and referrals are produced, and in addition, create action plans identifying a clear path away from the street, in collaboration with each client sleeping in the borough.

### **DUTIES**

#### **To lead and manage a team:**

- Take the lead in the recruitment and selection of new team members.
- Develop performance targets and quality control measures that aid service delivery, and monitor team members' work together to ensure these are met.
- Supporting staff by setting clear objectives and regularly supervising staff
- Ensuring good communication between staff by holding team meetings regularly and attending additional borough briefings as necessary.
- Inducting new staff and planning the continuing development of existing staff using the line management policies.
- Managing the workload of the team to ensure that adequate staffing cover is provided at all times.

- Ensuring that team members' health and safety are always considered. This included embedding procedures for effective communication when using the Lone Working Procedure.
- Where required, to operate using the SPEAR disciplinary and grievance procedures.

#### **Service delivery:**

- To have accurate knowledge of the numbers and type/demographic of people sleeping rough in the borough and the locations where it is believed they are
- To develop shift patterns and practices that reflect the rough sleeping habits that may exist. This may include working early mornings and or late nights if required.
- To support the team to contact people who are at immediate risk of sleeping rough.
- To accurately record rough sleeping verification data and develop a pro-active working relationship with those individuals found to be street homeless.
- To support the teams in accurately assessing the needs of verified rough sleepers in the area.
- To actively monitor CHAIN/Inform records, ensuring that each contact and assessment is recorded by the CHAIN/Inform recording guidance.

#### **Assertive case management:**

- To support the teams to maintain a caseload of clients, offering assertive, consistent, and ongoing support until the clients are in a position to be able to move from the street into accommodation or reconnection services.
- To ensure that regular case reviews are carried out within structured timescales and that support plans are drawn up, submitted, and implemented and are of consistently high quality and that case notes are recorded on CHAIN / Inform.
- To assist with the sourcing of accommodation for rough sleepers.
- To ensure appropriate referrals are assessed in consultation with the staff team.

#### **Partnership working:**

- To maintain constructive working relationships with other service providers, businesses, and community groups in the borough and proactively promote awareness of the Services.
- In the event of non-engagement with Outreach/Support services or consistent engagement in negative street activities, work collaboratively with enforcement agencies.

#### **Governance:**

- Manage and deliver the service in line with contract requirements and sub-contracting arrangements and actively participate in promoting the service through client case studies and examples of best practices.
- To monitor and report on any client personal budgets allocated to the services
- To utilise the CHAIN and Inform databases fully as an outcome measurement tool and case management system, to performance manage staff through reports, ensuring data is entered accurately and within deadlines.
- To promote full attendance and participation regarding staff supervision and appraisals, case conferences, case reviews, contract monitoring, and training pertinent to the role.
- To keep accurate records in line with the organisation's policies and procedures.

**General:**

- Adhere to SPEAR Policy and Procedures at all times.
- Cover for other members of the team when necessary.
- Be proactive in reviewing and evaluating your performance and identifying and acting upon areas for improvement and development.
- Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- Attend and participate in team meetings and other meetings as required.

**KNOWLEDGE, SKILLS & RESPONSIBILITIES**

- Experience working within the homelessness sector.
- Experience in taking the lead in developing street or community outreach services.
- Experience in delivering and administering an assertive case management approach.
- Solid IT skills with the ability to record sound and accurate records in a timely fashion on IT applications such as CHAIN and Inform.
- 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.
- Ability to work as part of a management team, maintaining effective working relationships with colleagues, clients, the community, and other external agencies.
- Knowledge of the services and legislative environment regarding housing, health, work, and immigration as it relates to homeless people.
- Experience in motivating complex and diverse client groups to engage with support.
- An understanding of and commitment to confidentiality and professional boundaries.
- Experience in line management, including recruiting, inducting, supervising, and performance management.
- A commitment to learning and continuous improvement.
- Develop positive and professional working relationships with clients, to facilitate the best possible outcomes, and to address issues of social isolation and exclusion.

**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 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 using 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.**