

This is a 12 month Boston Borough Council Contract



served by One Team

**JOB DESCRIPTION**

<b>POST TITLE:</b>	<b>Rough Sleeping Locality Coordinator (Boston Borough) 12 month contract</b>
<b>DATE ISSUED:</b>	April 2021
<b>GRADE:</b>	5
<b>SERVICE / FUNCTION:</b>	Housing and Wellbeing Directorate
<b>RESPONSIBLE TO:</b>	Housing Manager/Senior Officer
<b>JOB PURPOSE:</b>	<p>This role will assist with the strategic overview of rough sleeping in Boston Borough and will work closely with the Housing Manager, Senior Officers and key partners and stakeholders to coordinate efforts to end rough sleeping across the borough.</p> <p>To assist with ensuring the Council is compliant with the Governments Rough Sleeper Strategy as well the Lincolnshire Homelessness Strategy and the objectives of any Rough Sleeper funding commitments to MHCLG.</p> <p>To assist with ensuring there is a sufficient range of accommodation including immediate access, short term and longer term accommodation to meet the needs of all rough sleepers including those with complex needs.</p> <p>To ensure accurate and up to date information is held about each person sleeping rough within the district.</p> <p>To reduce the number of people at risk of rough sleeping through the provision of appropriate and timely support which will require the post-holder to assist with building strong working relationships with landlords and other professionals.</p> <p>The role will help to develop solutions and interventions through the use of problem-solving, innovation and collaborative working with a range of partner agencies. Solutions will be designed to ensure rough sleeping issues are understood more widely with the aim of preventing and reducing the number of people who find themselves roofless.</p>
<b>LIAISON WITH</b>	Members of the public, council officers, external partners, statutory agencies, voluntary and community sector.
<b>KEY COMPETENCIES:</b>	<ul style="list-style-type: none"> <li>• Organisational awareness</li> <li>• Awareness of the wider context within which the role operates</li> <li>• Effective communication</li> <li>• Coordination, reporting, accountability</li> <li>• A focus on impact and outcomes</li> <li>• Working collaboratively across multiple teams and organisations</li> <li>• A commitment to continuous improvement and quality</li> <li>• Ability to influence and inspire trust and confidence</li> <li>• Ability to problem solve through collaboration and creative thinking</li> </ul>

- Ability to recognise and respond proactively if any changes to the approach is required to achieved the desired outcomes

## **MAIN RESPONSIBILITIES, TASKS AND DUTIES**

- To assist with the development and management of the Rough Sleeping Prevention and Intervention services and/or assist with contract management of partner organisations to ensure service users are provided with a pro-active service which complies with legislation, meets the council's corporate priorities and is integrated with council services, systems and partnerships.
- To assist with developing and embedding an effective and integrated Rough Sleeping pathway which will provide a consistent service offer and ensure all professionals know how to access the service and what this will include. The pathway should include a clear and integrated housing pathway, mechanisms to best support those who may be unwilling to engage, and clear plans to reconnect and resettle people who find themselves rough sleeping in Boston borough as appropriate
- To ensure frequent outreach work is carried out across the district, ensuring rough sleepers are seen as soon as possible through delivery of a proactive and responsive service. To take part in outreach sessions where required.
- Work in conjunction with partner organisations and Boston Council Housing and Homelessness Team to ensure a seamless service ensuring a multi-agency plan is in place and actions completed or reviewed as required for individuals
- Establish the causes of rough sleeping in the borough and provide line managers with options and recommendations to overcome the identified issues as well as working with partner organisations to amend working practices and / or delivery models as appropriate
- Where required arrange and coordinate delivery of a multi-agency case meetings ensuring clarity of purpose, to ensure appropriate actions are in place and completed for the most entrenched rough sleepers
- Support with the development and effective implementation of a comprehensive and robust Reconnection Policy
- Review the housing options available to people sleeping rough with the aim of increasing options as well as improving access and reducing evictions. This could include developing referral pathways including accessing specialist support
- Review and provide guidance on move on options from short term accommodation with the aim of increasing throughput and long term housing options to reduce the cycle of rough sleeping
- Ensure effective support is provided to people who have recently moved off the streets and into accommodation.
- To provide reports for, and represent the council at various meetings, forums and scrutiny panels relevant to this area of work as required.
- Ensure data collection is accurate and comprehensive and identify gaps in service provision ensuring this information can be used to help inform future commissioning decisions or consideration of changes to service delivery.
- Completion of performance information and data analysis as required including to the Ministry of Housing Communities and Local Government (MHCLG) and internal management reporting.

- Identify and support development of bids for relevant funding opportunities to enable the service to continue or be expanded or enable the provision of new services to overcome identified issues with current service provision
- Assist with the Implementation and coordination of the Severe Weather Emergency Protocol including appropriate night-time and daytime provision is provided and maintained.
- Assist with the coordination of the Rough Sleeper counts and estimates and take part where required
- To work in conjunction with partner organisations, Community Safety Teams and the Police to reduce anti-social behaviour and ensure an effective, coordinated and proportionate response
- To liaise closely with the Communications Team to raise awareness of the service and its outcomes as required. To assist with the management of queries from members of the public, councillors and various public media sources regarding rough sleeping as required
- To work closely with internal and external colleagues, including social services, support workers, hospitals, mental health services, Addaction, prison, probation and other professionals who may be involved.
- To assist with ensuring the service is compliant with the Councils Health and Safety policies including completion of risk assessments, Safe Systems of Work and completion of relevant training.
- To work across the strategic alliance as and when required.

## OTHER

1	<p>The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder with the exception of those required at such a time when the Emergency or Business Continuity Plan is invoked during a genuine emergency situation where staff may be required to undertake work outside of their normal duties without prior consultation.</p>
2	<p><b>Equal opportunities</b></p> <p>The post holder is required to carry out the duties in accordance with Council Equal Opportunities policies.</p>
3	<p><b>Health and safety</b></p> <p>The post holder is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.</p> <p>All employees have a duty to take reasonable care for their own health &amp; safety and that of others. In particular they must:</p> <ul style="list-style-type: none"> <li>• Carry out all work in the prescribed manner and ensure that they follow training, information and instruction provided</li> <li>• Use equipment correctly at all times</li> <li>• Wear or use personal protective equipment provided</li> <li>• Report all unsafe acts, conditions, accidents or near misses</li> </ul>

	<ul style="list-style-type: none"> <li>• Suggest methods of eliminating hazards and reducing potential risks</li> <li>• Co-operate in the investigation of accidents with the objective of introducing methods to prevent a reoccurrence</li> <li>• Take part in risk assessments, workplace inspections, safety tours and audits when necessary</li> <li>• Observe safe systems and methods of working at all times, avoid taking short cuts or improvising which may give rise to unnecessary risks</li> </ul>
<p><b>4</b></p>	<p><b>Health Surveillance</b></p> <p>Employees are required to undertake such health surveillance, at the cost of the Council, as may be required. This may be identified by risk assessments or be a statutory provision such as those within the Health and Safety at Work Act 1974 and The Control of Noise at Work Regulations 2005.</p>
<p><b>5</b></p>	<p><b>Conduct</b></p> <p>The public are entitled to expect the highest standards of conduct from all employees who work for Local Government and that their conduct should never be influenced by improper motives. Employees should always remember the responsibilities to the community they serve and ensure courteous, efficient and impartial service to all groups and individuals within the community.</p> <p>Employees are required to follow the Councils Contract Procedure rules and Financial Regulations in any financial transactions and other dealings on behalf of the Council.</p> <p>Employees should be aware of the content of the Code of Conduct and ensure that they act within the Code at all times</p>
<p><b>6</b></p>	<p><b>Information security &amp; data protection</b></p> <p>Employees should ensure that confidential material including material about individuals is handled in accordance with the law.</p> <p>Employees are individually responsible for any information in their care whether computerised or manual.</p> <p>All Council policies on these issues should be adhered to.</p>
<p><b>7</b></p>	<p><b>Safeguarding</b></p> <p>Employees have a responsibility to safeguard and promote the well-being of all vulnerable adults, children and young people who participate in our services or whom they come into contact with through discharging various functions. This includes situations where the Council works directly with adult, service users who have care of children. Employees should be able to identify abuse or neglect and understand their responsibilities and what to do should they ever suspect or become aware that a child is being neglected, is being abused or is likely to suffer abuse.</p>
<p><b>8</b></p>	<p><b>Values</b></p> <p>We believe that everyone has a role to play in making our council successful.</p> <p>We expect everyone involved with Boston Borough Council to be:</p> <ul style="list-style-type: none"> <li>• open and honest with people</li> <li>• enthusiastic, positive and proud about working for Boston Borough Council</li> <li>• patient with people and take time to understand their concerns</li> <li>• approachable and clear with people</li> <li>• open to new ideas and willing to learn</li> <li>• caring and to treat people with respect, consistency and fairness</li> </ul>

- focused on customers

**PERSON SPECIFICATION**

**POST TITLE: Rough Sleeping Locality Coordinator**

**DATE ISSUED: April 2021**

Attributes:	Essential Qualities:	Desirable Qualities:
<b>Education &amp; Training</b>		<p>Evidence of continuous relevant personal development relevant to the post.</p> <p>A relevant professional/management qualification.</p> <p>Grade A - C or equivalent in Maths and English.</p>
<b>Experience</b>	<p>A minimum of 2 years experience within a housing advice, housing support or homelessness prevention environment</p> <p>Experience of working with or providing services for homeless and vulnerable persons including rough sleepers</p> <p>A successful track record of working with partner organisations, members of the public and multi-agency working</p>	<p>Experience of managing and supporting staff to ensure effective service delivery</p> <p>Experience of data analysis, report writing and submission of management information</p> <p>Experience of identifying funding opportunities and developing funding bids</p> <p>Experience of coordinating delivery of key objectives through collaboration with a range of partners</p>
<b>Knowledge</b>	<p>A good understanding of the reasons people find themselves rough sleeping and the challenges associated with ending rough sleeping</p> <p>A sound knowledge of housing, homelessness, tenancy law and Welfare Reforms</p> <p>Understanding of safeguarding and managing risk</p>	<p>A sound understanding of performance management</p> <p>A thorough understanding of partnership working and establishing joint working protocols</p>

<b>Skills and Competencies</b>	<p>Good written, communication and presentation skills</p> <p>Ability to work on your own with minimal supervision, within a team and have a flexible approach to meet the needs of the section</p> <p>Ability to represent the Council at meetings at this level of the service area and to make effective links with key organisations.</p> <p>Ability to work to individual performance targets</p> <p>Good negotiation skills</p> <p>Competent with IT and ability to use Microsoft Office products.</p> <p>Knowledge and understanding of Data Protection, Data Retention, Information Sharing Agreements and Freedom of Information legislation.</p>	<p>An understanding of the wider social, political and economic environment and their impact on the challenges facing housing and the Council.</p>
<b>Personal Attributes</b>	<p>Highly motivated to achieve positive outcomes for rough sleepers</p> <p>Sensitive to the needs of other services and people relevant to rough sleeping.</p> <p>Willingness to work unsociable hours when required</p>	<p>To be able to recommend change and improve services.</p>
<b>Other</b>	<p>Full Driving Licence</p> <p>Daily use of a vehicle available for work</p>	