

Job Description: Enhanced Outreach Practitioner (Intensive Support) **Street Engagement Team**

About The Connection

When you work for The Connection, you are part of a life-changing team. We help people sleeping rough in the heart of London. It can be a long journey off the streets, and it is not an easy path. We get to know every individual, so our approach can tailor to what they need. We do not do one size fits all, and we do not give up when things get tough. Working here means being open-minded, resilient, and pragmatic. It means being willing to go the extra mile and stick with people through thick and thin. It means being part of a team who cares about the individuals we support, and who are creative about finding better ways to help them.

Together with our donors, volunteers, and partners, we are a supportive and vibrant community who are determined to make a real difference. We believe that no one should have to sleep rough on London's streets and that everyone should get the support they need to find a place to call home.

About the Street Engagement Team

The Street Engagement Team is a multi-disciplinary team that provides person-led support to people experiencing street homelessness and interconnecting needs. People eligible for the service are identified through day-time outreach shifts the team do across the West End Monday to Friday. All roles within the team support this assertive outreach response working closely with health partners to deliver crisis management, harm minimisation and access to wider support services inclusive of housing, health inclusion, welfare and criminal justice.

Outside of the outreach shifts that the team deliver, the service is then split into two role types – one doing 'Rapid Intervention', focussing on shorter term interventions, and crisis management; and the other providing an 'Intensive Support' function, where people who experience exclusion from services due to their multiple-needs are worked with longer term. The team also contribute weekly to the running of a methadone prescribing clinic that caters to people who struggle to access mainstream treatment services.

A Day as an Enhanced Outreach Practitioner

A day in this role is never the same – part of it will be spent on the street, offering support to people experiencing homelessness. You might be out with another member of the team, or with one of our specialist health partners like a homeless health nurse, or substance use worker. On shift your interactions will be varied, ranging from getting to know people and connecting them into services, to managing crisis situations and staging interventions. Alongside this element of the role, the rest of your day will be spent intensively supporting a small caseload of people who are isolated from services. You will be building a relationship with them, and offering them wrap around, holistic support, inclusive of, but not limited to: access to housing, substance use treatment, health inclusion, welfare maximisation, criminal justice involvement, immigration referrals and resettlement support.

Within the above part of your day could also be spent attending team spaces, like team meetings, reflective practice or case formulations (group and one-to-one). Or you might be attending a training that you're interested in, or be visiting partner services.

Responsible to:	Service Manager/ Team Leader
Liaison with:	Hostels, Accommodation Providers, statutory and voluntary organisations across London, Outreach services, Managers, and other internal staff.
Job Purpose:	<ul style="list-style-type: none"> • Delivering person-led, psychologically informed, strength-based wrap-around support for people experiencing homelessness and multiple needs. • Delivering a streamlined ‘Intensive Support’ function for the service, with a focus on longer-term support • Developing and nurturing strong relationships internally and externally • Deliver an assertive outreach service responding to people’s needs and responding to crisis. • Monitoring and evaluation of service delivery to demonstrate impact and build a business case for service development. • Actively contributing towards a highly effective team
Salary	Scale Points 23-28 - £36,159-£40,731
Contract:	Permanent Full-time position

1 About you:

You will have substantial experience in delivering a person-led, psychologically, gender and culturally informed service to people who are street homeless. You will be excellent at building and strengthening trust in relationships. You will be a problem solver, with a positive attitude towards change and service development.

You will also have the personal credibility to build confidence in the wider community and across partnerships. You will be both strength-based and solution-focused, developing and enhancing the relationships with a commitment to embed coproduction into The Connections services.

2 Responsibilities

2.1 Delivering person-led, psychologically informed, strengths based, wrap-around support for people experiencing homelessness and multiple disadvantages.

- Deliver tailored, high-quality personalised packages of care and intensive support to people experiencing homelessness and multiple interconnecting needs.
- Provide a strength-based and psychologically informed approach to ‘case management’.
- Support a person in their journey from sleeping on the streets to stable accommodation.
- Support and advocate with people to understand their housing, health, welfare and legal rights.
- Support a positive and smooth transition between workers/services with people moving into accommodation.
- Support a person to build a community / network that meets their needs.
- Provide harm minimisation in all interactions.
- Advocate and facilitate access to a range of support and accommodation services including (and not limited to) drug and alcohol recovery services, mental health services, and primary care.
- Provide a strengths based and psychologically informed approach to all systems including incident management.
- Prevent, detect, and respond to safeguarding concerns, implementing safeguarding policies and procedures for people who are at risk.

2.2 Developing and nurturing strong relationships internally and externally.

- Develop and adopt joint working approaches with multi-disciplinary partners to enhance service offers for people.
- Develop and contribute to multi-agency plans and networks.
- Support the development and implementation of common approaches with colleagues across the team/service, sharing learning and best practice, and engaging with the concept of systems change.
- Participating in initiatives to improve pathways into services in conjunction with partners.
- Participate in working groups to continue to evolve and improve the service model at CSTM.

2.3 Deliver an assertive outreach service responding to people’s needs and responding to crisis.

- Deliver a fast-paced and dynamic outreach service to people who are street homeless / active within the team’s footprint.
- To accept and respond to referrals from partners within an appropriate time frame.
- To work collaboratively with funding partners to develop their understanding of homelessness and support services. This is inclusive of developing training and marketing materials.
- Act as an ambassador for CSTM, building confidence in excellent service delivery, knowledge, and expertise.

2.4 Monitoring and evaluation of service delivery to demonstrate impact and build a business case for service development.

- Ensure appropriate and timely data input and record keeping enabling effective communication and professional accountability.
- Contribute towards monitoring and evaluation, including both quantitative and qualitative data collection and engaging with data analysis and performance monitoring.
- Reflect on monitoring and evaluation information to inform continuous improvement.
- Support opportunities of capturing involvement in feedback on the service

2.5 Actively contributing towards a highly effective team.

Be a role model to the team demonstrating values-based practice and championing the organizations cultural values, expectations, and behavior: **Being Curious**, promoting **Psychological Safety**, strengthening relational **Togetherness**, Maintaining, and promoting **Motivation**.

- Engage positively with:
 - With team learning, reflection, and continuous improvement activities.
 - Regular 121s, training, and team/organisational meetings.
- Engage with and support:
 - CSTM charity’s fundraising activities.
 - Coproduction opportunities internally and externally to shape service/system change improvements.
- Comply with all operational policies and procedures related to your work including health and safety and equality policy.
- Support and deliver co-produced activities and groups to support recovery.

The above list of job duties is not exclusive or exhaustive and may be subject to change. The post holder will be required to undertake such tasks as may reasonably be expected within the scope and grading of the post.

Person Specification

Knowledge
Extensive knowledge and understanding of the causes of street homelessness
A good and up-to-date knowledge of housing, homelessness and related legislation
A good and up-to-date knowledge of relevant external agencies, resources, and accommodation options for people experiencing homelessness and moving to new accommodation
Experience
Substantial experience in providing person led support with people who experience street homelessness and interconnecting needs
Experience in delivering housing and benefits advice to support people to understand their rights and access to services
Experience working in partnership and collaboration
Experience in managing and responding to safeguarding concerns
Experience in multi-agency working with statutory and voluntary sector partners
Experience of tenancy sustainment and community liaison
Experience in creating opportunities for coproduction with people using services to co-design and improve service/system provision
Skills and Attributes
Skills and abilities to demonstrate the values-based practice and champion CSTM cultural values, expectations, and behaviour: Being Curious , promoting Psychological Safety , strengthening relational Togetherness , Maintaining, and promoting Motivation
Ability to develop and nurture internal and external relationships, to create new opportunities for people we support
Able to provide a bespoke person led, strength-based, and psychologically informed 'casework' approach with people
Able to respond compassionately, appropriately, and effectively when responding to people who experience trauma
Able to follow health and safety policies
Able to work effectively as part of a multi-disciplinary team
Excellent communicator verbally and in writing
Is organised and able to manage a complex workload with a degree of autonomy
Strong skills in data input and review (including good IT skills)
Ability to exercise initiative and work under pressure
Able to manage personal and sensitive information about individuals in accordance with CSTM's policies and procedures and observe the duty of confidentiality.
Ability and willingness to travel to locations across London (central base Adelaide Street)
Ability and willingness to work flexible hours where required