



ADUR & WORTHING  
COUNCILS

## Job Description & Person Specification

<b>Authority</b>	ADC / WBC
<b>Directorate</b>	Communities, Capacity and Resilience
<b>Post Title</b>	Street Outreach Worker
<b>Post Number</b>	43080 and 43700
<b>Accountable to</b>	Street Outreach Team Leader
<b>Key leadership relationships</b>	<p><b>Internal:</b> Members of the Council, Chief Officers and all other appropriate Council officers and managers</p> <p><b>External:</b> Members and Officers of other bodies, specialist agencies, media, contractors and consultants, partner agencies across the public, private and voluntary sectors.</p>
<b>Work style</b>	This role does not fall within the Blended Working Policy
<b>Last updated</b>	17/01/2024

## Job Description - Principal purpose of job (role summary)

As a Street Outreach Worker you will support the Street Outreach Team Leader to contribute to the reduction of crime and disorder in Adur and Worthing by reducing the harm caused by and to the street community.

You will provide an assertive outreach service, offering one to one support, referral and advocacy to those who live or socialise on the street with an emphasis on promoting recovery from substance and/or alcohol misuse.

Your manager will empower you to apply our principles - resilience, adaptability and participation - to your working practices.

## Expectations of post holder

Willingness to embrace change and ability to adapt to new ways of working
Enthusiasm for working across teams in collaboration and partnership in order to help deliver Our Plan
Act with honesty and openness, and be brave enough to contribute your ideas and get involved
Bring your passion for delivering a high quality service for our residents to your role
Engage proactively in your performance and development conversations, and embrace opportunities to learn and grow
Live how we work with each other and our customers: <ul style="list-style-type: none"> <li>● We listen</li> <li>● We say what we think &amp; do what we say</li> <li>● We are inclusive &amp; kind</li> <li>● We are ambitious</li> <li>● We think &amp; act beyond ourselves and our service</li> <li>● We are a team</li> </ul>
Promote the service and Councils positively at all times

## Role specific Duties and responsibilities

Proactively engage with members of the street community in Adur and Worthing, to encourage access to services and reduce their vulnerability and impact upon the community.
To identify individuals at risk of harm of alcohol and/or substance misuse and provide brief interventions and advice to reduce the impact of drug and/or alcohol misuse.
To liaise with partner agencies and develop multi-agency support plans for vulnerable members of the street community.
To manage a small caseload of individuals, to support them to access and sustain engagement with drug and alcohol services, health services and housing services.
To develop referral pathways with relevant partner agencies and provide advocacy for those

accessing support services. This includes reconnecting clients with areas of local connection via the duty to refer process.
To collate data and information relating to the number of contacts made and client outcomes as required by the Safer Communities Partnership.
To represent the Outreach Team at multi-agency forums, where required.
To assist the Rough Sleeper Coordinator with the annual rough sleeper count.
Undertake all duties in accordance with Council policies, the Code of Conduct for Officers, and in particular policies relating to Customer Care and Equal Opportunities.
Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the postholder as a result of legislation, codes of practice or Council policies.

As the post holder, you will be required to undertake such other duties as may be required within your grade and competence, and therefore the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

Adur & Worthing Councils recognise the need to ensure the welfare of children and vulnerable adults when they come into contact with services provided by the Councils. Employees, volunteers and Elected Members have regular contact with the general public during the course of their work and are in a position to observe signs which might indicate that a person is at risk of harm and abuse. If signs, which cause concern, are observed, all employees (temporary and permanent), volunteers and Elected Members have a duty to report allegations, disclosures and suspicions of abuse or neglect in line with the Councils' [Safeguarding Policy](#) .

## Person Specification:

<b>Participative</b>	<p>Make sure that you embrace all opportunities to have your say and recognise the importance of your colleagues taking the opportunity to be heard too.</p> <p>Ability to share knowledge and learn from others.</p>
<b>Adaptive</b>	<p>Ability to thrive in an adaptive environment on a continuous improvement journey of change.</p>
<b>Resilient</b>	<p>Understand the part you play in your team and the organisation as a whole, recognising your importance to our success.</p> <p>Ability to bring passion to your work.</p> <p>Ability to recognise and support your own wellbeing needs and ask for help when you need it.</p>

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<p>Good standard of general education including GCSE at grade C or above or equivalent in English and Maths.</p>	<p>Qualifications / training related to this area of work e.g. substance use, housing.</p>
<b>Knowledge</b>	<p>A good understanding of gender sensitive client work including the issues that face women who socialise or live on the street.</p> <p>An understanding of lone working and keeping safe.</p>	
<b>Experience</b>	<p>Experience of working with clients who are facing disadvantage.</p> <p>Experience of working with a range of agencies to provide outcomes for clients.</p> <p>Experience of working with client groups with a history of trauma, including, mental health, domestic abuse, homelessness and/or alcohol / substance use.</p> <p>Experience of working with people who have experienced trauma.</p>	
<b>Communication</b>	<p>Good all round communication skills required. Particularly being able to deal with distressed or emotional persons whilst keeping personal safety at the forefront of your decision making.</p> <p>An ability to work in a person centered</p>	

	<p>way, respecting the wishes of the client whilst offering motivation.</p> <p>Ability to communicate with colleagues and services and provide information that will facilitate partnership working.</p> <p>Ability to positively represent the organisation at multi agency meetings.</p>	
<b>Relationship Building</b>	<p>Ability to build professional relationships with individuals who can have a mistrust of services and can be reluctant to engage with professionals.</p> <p>A willingness to be open with colleagues and partner agencies.</p>	
<b>Analytical</b>	<p>Ability to recognise risk to self and others and take appropriate action. This includes safeguarding of children and vulnerable adults.</p>	
<b>Planning/ Organising</b>	<p>Ability to plan your workload in consultation with colleagues, to be adaptable as the service demands.</p> <p>To demonstrate prioritisation to meet the needs of clients.</p> <p>Willingness to work flexibly.</p> <p>Able to work unsociable hours including early mornings, late evenings and weekends.</p>	
<b>Other requirements</b>	<p>Good working knowledge of IT systems.</p> <p>Empathy and tolerance.</p> <p>Self aware and calm under pressure.</p> <p>A willingness to be challenged and learn.</p> <p>Ability to maintain basic records including data to evidence work undertaken.</p> <p>Valuing kindness and compassion in the workplace.</p> <p>Acceptance of political restriction.</p> <p>Able to travel within the Adur and Worthing Districts.</p>	

**Job description & Person Specification agreed by:**

<b>Post holder (Print name):</b>	
<b>Signature:</b>	
<b>Date:</b>	