



**BORDERLINE**  
**SUPPORTING HOMELESS  
SCOTS IN LONDON**

 **The Connection**  
at St Martin-in-the-Fields

## JOB DESCRIPTION

**TITLE OF POST: SCOTTISH OUTREACH WORKER, OUTREACH TEAM**

**Responsible to:** The Connection at St Martin-in-the-Fields (CSTM) Outreach Manager & Borderline Client Support Manager

**Responsible for:** Students and volunteers as agreed with the Borderline Client Support Manager

**Background:** Borderline has a remit to address the needs of Scots living in London who are in need, hardship or distress. Borderline have sourced funding for a three year post who will sit within the CSTM Outreach Team and manage a caseload of Scottish Nationals (1<sup>st</sup> or 2<sup>nd</sup> generation) who have been referred from Westminster and neighbouring borough Outreach Teams.

**Job Purpose** To support a caseload of Scottish rough sleepers from the streets into sustained accommodation by providing advice, support and assistance. This is to be carried out within a multi-agency partnership framework and through a combination of building-based provision and targeted outreach work.

**Salary and Scale** The starting salary for the post will be £35,264. Additionally, you will receive 25 days annual leave plus statutory holidays.

## Service Delivery

- Meet with and report to the Borderline Client Support Manager as and when requested
- Using CSTM as a base, undertake client work and administration both on the streets and in day centers or other environments as appropriate to support the clients
- Assess clients and develop a person centered support/action plan for each client which is regularly reviewed with the client and referring agency
- Work flexibly in engaging with the clients including shifts on the streets - early morning, late at night and some weekends if necessary
- Undertake regular line management supervisory sessions as arranged with CSTM Outreach Team Manager
- Communicate effectively with colleagues and partners about all aspects of the post holder's particular task and role.
- Record, as required, all work undertaken with clients, including writing case notes, inputting of statistical information and recording client outcomes.

- Communicate effectively with referral agencies, providing them with regular feedback and update reports as agreed with CSTM Outreach Team Manager
- As well as identifying housing routes, refer clients to specialist services, such as, gambling, substance misuse, welfare rights, mental health, physical health and legal services as appropriate
- Assist clients to obtain their welfare, housing and related rights. Keep well informed of changes and developments in relevant legislation and benefits
- Liaise as required with other statutory and voluntary organisations including collecting and providing information and attending external meetings
- Take a multi-agency problem solving approach to casework, working in collaboration with partners across London to identify and address needs
- Use skills and knowledge to assist CSTM within the day centre in assessing and supporting Scottish nationals who present
- Provide client case studies to highlight the work of Borderline or CSTM for fundraising purposes as requested by the Borderline Client Support Manager and agreed by the CSTM Outreach Team Manager

#### **Representation and service development**

- Assist in the formulation and review of CSTM and Borderline policies and procedures
- Provide reports on the day to day work as required
- Assist in the promotion of the work of CSTM and Borderline to government, funders, press and media, visitors
- Represent CSTM or Borderline at outside meetings as agreed with the Managers

#### **General**

- Develop and implement CSTM's Equal Opportunities and all other policies in all areas of work.
- Ensure that agreed Health and Safety requirements are understood and complied with
- Attend internal and external training courses as appropriate. Staff are expected to keep themselves informed on current issues relating to their work, e.g., DWP policies and Housing Benefit, and alongside their line manager, identify their own training needs
- Undertake any other duties that may reasonably be required

## **BORDERLINE and CONNECTION AT ST MARTIN-IN-THE-FIELDS PERSON SPECIFICATION SCOTTISH OUTREACH WORKER, OUTREACH TEAM**

This person specification sets out the essential experience and abilities needed by the successful candidate for this post. Please bear these points in mind when completing your application form, as these requirements will be taken into account at both the shortlisting and interviewing stages.

### **Knowledge**

- An understanding of the needs of Scottish people (1<sup>st</sup> or 2<sup>nd</sup> generation) who are homeless in London
- Knowledge of relevant legislation, policy and practice, e.g. Rough Sleeping Strategies, Mental Health Act, Housing Act, Central and Local Government Strategies
- Knowledge of welfare rights available to the client group
- An understanding of the causes of homelessness

### **Experience**

- Significant experience of face to face work with people in a similar setting
- A detailed understanding of the support needs of rough sleepers in particular those with complex health, and housing needs
- Experience of liaising with council departments, housing providers, third sector organisations and the Police

### **Abilities and Skills**

- The ability to provide a fully sensitive and responsive service to clients producing comprehensive assessment and support plans
- The ability to implement CSTM's Equal Opportunities policies in all aspects of the job
- The ability to work cooperatively with other and CSTM and Borderline teams, and external partner agencies
- The ability to prepare and present written reports, and to communicate information effectively, both verbally and in writing, with clients and other worker
- The ability to undertake street work sessions
- The ability to exercise initiative, and work under pressure.
- The ability to manage time and prioritise workload effectively
- The ability and willingness to work flexible hours
- The ability to participate in the development of CSTM and Borderline's services, policies, and practices
- The ability to use IT packages including word processing, databases and spreadsheets
- The ability to deal with violence/threats of violence and the personal stress associated with this