**Job Description**

**Senior Practitioner – Rough Sleepers**

**Role Profile** Senior Housing Practitioner MUL080

**Service/Team** Housing Options & Partnerships

**Reports to** Support & Inclusion Manager

**Responsible for** Housing Support Officers

**Number of posts** 1

**Post number**

**Career Grade** BCP Grade I

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by** ensuring support and services are available to people who are rough sleeping or are at risk of rough sleeping.

**Job Overview**

To provide the day-to-day operational oversight and coordination of the Councils advice and support for single homeless clients in the BCP Council area. Help to manage the preventative responses for people rough sleeping including supporting other teams working within a multi-disciplinary setting. You will work closely with the Rough Sleeper Outreach Team, Homeless Social Work Team, Communities teams and Community and Voluntary Sector partners.

**Key Responsibilities**

* Motivate and co-ordinate appropriate responses and support for people Rough Sleeping or at risk of repeat rough sleeping within BCP.
* Provide oversight of the support offer to clients within BCP Somewhere Safe to Stay (SStS) accommodation.
* Provide day-to-day operational management of the Rough Sleeping Prevention Team including triage, assessment and crisis intervention.
* Be lead practitioner and representative for the service in a range of multi-disciplinary settings.
* Provide specialist knowledge, expertise, and advice to the Housing Options Team on a wide range of housing practices, reviews, and processes through the effective coordination of customer demands.
* Communicate effectively with all stakeholders face to face and over the phone. Maximise engagement and collaborative working with partner agencies including Rough Sleeping Outreach Team, Adult Social Care, primary and secondary health services, drug and alcohol teams, the voluntary and faith-based sector and accommodation providers.
* Manage a varied workload and be able to prioritise changing demands.
* Understand the Homelessness Reduction Act 2017 and associated guidance that will prevent and relieve homelessness.
* Coordinate the waiting list and allocation of placements within housing led initiatives and Housing First programmes. Provide support to the Core Group of agencies involved in delivery of these initiatives.
* Foster co-production, strength based and trauma informed practice within the team
* Manage the recruitment, performance and development of staff members including 1-1 sessions and appraisals
* Review and contribute to written procedures and progress reporting
* Adhere to the Council’s policies and procedures
* Manage systems inputting and reporting associated with case management and Key Performance indicators
* Communicate effectively in writing, over the telephone and face to face with clients, team members and partner agencies
* Prioritise and manage a varied workload
* Provide support to the team in making complex decisions and using professional judgement in accordance with relevant legislation.
* To comply with all decisions, policies and standing orders of the Council and any relevant statutory requirements, including the Equality Act, the Health and Safety at Work Act and Data Protection Act.

**Specific Qualifications and Experience** (Essential / Desirable)

* Significant experience in supporting vulnerable people (E)
* Experience supporting rough sleepers or people experiencing homelessness (D)
* Substantial experience of delivering customer focused services in a multi-agency setting (E)
* Experience finding positive solutions (E)
* Experience of acting in a Lead Practitioner role or leading a team (D)
* Proven experience of successfully providing a high performing service that demonstrate effective employee behaviours (E)
* Experience entering, reading, and obtaining data using databases and excel (D)
* Educated to Degree level or equivalent experience (E)

**Personal Qualities & Attributes** (Essential / Desirable)

* Excellent skills in motivating and listening to people (E)
* Excellent communication skills both written and verbal (E)
* Excellent organisational, time management skills and attention to detail (E)
* Able to work effectively under pressure and meet deadlines and remain calm in challenging situations (E)
* Proven ability to make decisions and analyse and resolve complex problems creatively (E)
* Excellent ability to demonstrate professional curiosity, analyse a range of complex housing & social care scenarios & confront difficult situations (E)
* Seeks collaborative resolutions in an operational practice (E)
* Ability to supervise, motivate and support staff working under challenging situations (E)
* Lead, plan and organise own workload and on behalf of a multiagency team (E)
* High level of resilience (E)
* Ability to reflect on your own practice and adapt to change (E)
* Ability to communicate and engage with a wide range of individuals (E)
* A strong commitment and understanding of diversity and cultural differences (E)
* Calm under pressure (E)

**Job Requirements**

* Enhanced Criminal Records Check (DBS) (E)
* Ability to speak fluent English (E)
* Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car. (E)