

Job Description & Personal Spec



Job title: Outreach Key Worker
 Salary: £29,500
 Hours: 37.5 Hours per week
 Start date: ASAP
 Place of work: The Elms, Redbourn Road, Hemel Hempstead HP2 7AZ

Overall Job Purpose

To support and help change the lives of Dacorum's rough sleepers, and to support them move from rough sleeping to independence.

Duties and Responsibilities

- To deliver high quality, structured, and effective interventions to ensure the rough sleepers can access more stable accommodation and services
- To support vulnerable client groups with multiple issues which can often be complex
- To build relationships with the clients ensuring they feel empowered and motivated to help themselves
- Liaise with third party agencies and a range of service providers in order to establish, or improve, services for clients
- Develop and maintain effective working relationships, collaborating with all staff and volunteers and work to achieve the DENS aims and organisational strategy
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This role involves visiting and investigating rough sleeping across the Dacorum borough. A full, current driving licence and access to a vehicle is essential.

You will be working effectively and flexibly as part of a busy team. This list of tasks and responsibilities is not exhaustive, and the Post Holder may be required to undertake other duties as required by the Manager.

Person Specification – Resettlement Worker

Requirements	Essential	Desirable
Education & Training	<ul style="list-style-type: none"> • A good standard of Education 	<ul style="list-style-type: none"> • A high standard of Education • Educated to Degree Level • Industry qualification
Knowledge & Experience	<ul style="list-style-type: none"> • A good understanding of challenges faced by rough sleepers • Experience of providing support to complex clients • Experience of supporting vulnerable people who have complex needs 	<ul style="list-style-type: none"> • Proven Experience of working in supported housing or floating support services • Experience of building strong working relationships with supporters and stakeholders • Understanding of the issues facing rough sleepers

	<ul style="list-style-type: none"> • Liaising with a range of service providers or agencies, in order to establish, or improve, services for clients • Understanding of the principles of a quality and customer-focused service 	<ul style="list-style-type: none"> • Knowledge of geographical area
Skills & Abilities	<ul style="list-style-type: none"> • Ability to work well under pressure and deal with emotionally charged, and pressured, situations • Proven ability to empower service users • Self-motivated and can manage time effectively; prioritising work according to needs and deadlines • People's person and a natural team player, willing to get stuck in • IT literate • Administratively self-sufficient 	<ul style="list-style-type: none"> • Experience of Inform CRM systems or similar • Thrive in a fast-paced environment • Good standard of written English
Personal Qualities	<ul style="list-style-type: none"> • People-focused • Caring • Considerate • Tact and diplomacy • Ability to build and maintain relationships • Ability to work independently and use own initiative • Self-motivated with the ability to motivate and enthuse others • Can-do attitude, 'hands-on' • Enjoy collaborative working 	<ul style="list-style-type: none"> • Solutions-focused • Compassionate • Passionate about making a positive difference to people's lives • Passionate for the cause • Goes the extra mile
General		

How to apply

Please read the full **Job Description & Personal Specification**

If you match our criteria:

- Please send your CV, including your Supporting Statement
- Submit your application to **HR@dens.org.uk**
- Closing date for receipt of applications is **6th July 22**
- We may interview, and offer the role to a suitable candidate before the deadline

For an informal chat, please ring our HR Manager, Jacky Stafford on 01442 412340
Please advise us should you require adjustments to be made for you at interview.

To find out more about DENS visit www.dens.org.uk