

**Role specific duties to form part of the Team Leader JD**

**PHE Rough Sleepers Team Leader**

The post holder will lead a team that supports service users with multiple and complex needs to reduce rough sleeping. You will ensure the team offer an inclusive service to rough sleepers and provide support in accessing essential services and accommodation options. The manager will ensure services provide sustainable and positive outcomes for service users and the community, including reducing street based anti-social behaviour

You will be part of the services' management team, allocating caseloads, supervising, and supporting the outreach team and volunteers. You will ensure we deliver a high-quality service to rough sleepers.

The post holder will be based within the rough sleeping team and you will be work some evenings, nights, and weekends/bank holidays. You will support and accompany workers on shift to provide them with guidance and support.

The role requires flexibility and will include unsociable hours (shift work – earlys and lates)

| <b>1</b> | <b>Role-specific responsibilities</b>                                                                                                    |                              |
|----------|------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|
| 1.1      | To lead an outreach team that supports service users to reduce rough sleeping.                                                           |                              |
| 1.2      | To support outreach workers on shift.                                                                                                    |                              |
| 1.3      | Build relationships with external and internal stakeholders including enforcement teams.                                                 |                              |
| 1.4      | To ensure street activity, rough sleeping and antisocial behaviour are addressed in a proactive and co-ordinated way.                    |                              |
| <b>2</b> | <b>Person Specification</b>                                                                                                              | <b>Essential / Desirable</b> |
| 2.1      | Experience of working within housing or homelessness services and understanding of the principles of assertive street outreach practice. | E                            |
| 2.2      | Knowledge of homelessness, housing, benefits, and welfare.                                                                               | E                            |
| 2.3      | Knowledge of homelessness law.                                                                                                           | D                            |
| 2.4      | Organised and able run the operations of a complex, busy service.                                                                        | E                            |
| 2.5      | Good working knowledge of mental health, substance misuse and complex needs                                                              | E                            |

*The above is an outline of the post holder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of CGL.*

