**Rough Sleeper Co-ordinator**

**Salary: £47,532 – £50,574 per annum**

**Grade: PO4**

**Fixed-term Contract and Secondment Opportunity (internal) – 12 months**

**About us at Hounslow**

We’d love you to join us at the London Borough of Hounslow! Our people are deeply committed to providing excellent services to our residents, doing all we can to make lives as good as they can be.

We are an outstanding council, serving an outstanding borough. With brilliant, visionary leadership, a dynamic Cabinet and a can-do culture, we’ve built strong partnerships which have transformed how we serve one of London’s most diverse boroughs. Hounslow is the world in one place and full of potential. We are stepping up for our residents like never before.

**About our Commitment to Diversity and Inclusion**

We live by five core values: Lead with Heart, Do New, Pass on the Power, Harness the Mix and Be a Rock. All our work has equality, diversity and inclusion at its very heart, best articulated in “Harness the Mix”. It's about breaking down barriers between our parts and people and unlocking the problem-solving power of our amazing mix of minds. We serve a diverse community; we have a diverse workforce, and we are committed to being an inclusive employer.

We work hard to create representation across our workforce and leadership community, we have a thriving employee network groups and our learning and development programmes help us lead, model, and breathe ways of working that eliminate inequality, inequity, injustice and bias.

As part of this and under our commitments as a Disability Confident Employer, we make reasonable adjustments to accommodate our candidates. There’s space for you to tell us what you need within our application form.

**Our Benefits**

If you join us, you’ll have access to a range of employee benefits. Read more about these here.

**About The Role**

This is an exciting opportunity to join our Homelessness, Independence and Preventative Service which adopts a preventative approach across the housing, health and social care agendas. Your primary focus will be to lead the Council’s response to rough sleeping, working proactively and putting measures in place to minimise the number of incidences of rough sleeping in the Borough and achieve the ultimate goal of having no-one sleeping rough in the Borough.

**About The Team You’ll Be Working In**

This is an exciting and busy role that is at the centre of the Councils response to homelessness. The service is developing and progressing our agenda to reduce the use of temporary accommodation and achieve more upstream prevention outcomes.

1. You directly line manage 5 Outreach and Sustainment Officers along with Specialist Outreach Workers for Mental Health, Substance Misuse and Navigators.

2. You will be responsible for a service that makes a real difference to the lives of people who are rough sleeping, at risk of rough sleeping, homeless or at risk of losing their homes.

3. You will oversee street outreach shifts at unsociable hours, ensuring staff comply with safe operating practices.

4. You lead, support and enable staff to identify, assess and address complex needs and carry out investigations to ensure effective decision making. You encourage innovation and inspire your team to be highly motivated, efficient and effective in their roles, balancing the need to work independently but collaboratively to meet contextual needs to ensure the correct support is in place to prevent and reduce rough sleeping.

5. Operate effectively in a highly changeable and demanding working environment with multiple competing priorities, ensuring timely and relevant interventions are carried out to prevent escalation of need, decisions are made to fulfil statutory requirements and legal challenges are responded to.

**About You**

1. You have extensive knowledge and experience of the Housing Act 1996 (as amended) and the Homelessness Reduction Act 2017.

2. You have an expert knowledge of the issues facing those sleeping rough alongside the challenges of persuading rough sleepers to accept offers of accommodation.

3. You have an excellent understanding of homelessness in the Borough and the council’s statutory duties in relation to homelessness, but you work creatively to implement bespoke solutions to achieve the ultimate goal of having no-one sleeping rough in Hounslow.

4. You are a visible leader delivering a first class, modern and flexible prevention focussed outreach and in-reach service to rough sleepers and those at risk of rough sleeping.

5. You have experience of successfully managing staff and are a collaborative leader, acting with integrity and building trusting relationships, operating effectively through prioritisation, delegation and efficient use of available resources to deliver value for money services.

6. You are an expert communicator who engages effectively with a broad range of people, including applicants, colleagues, and elected members, to motivate, influence, negotiate and persuade and achieve multi-disciplinary outcomes to meet wide ranging needs.

7. You are a dynamic decision maker who leads and motivates others to deliver a high performing service achieving excellent results, which can flex and adapt to the changing need of residents, integrating digital service solutions balanced with bespoke solutions for vulnerable residents.

8. You are a creative and analytical problem solver who takes responsibility to see problems through to successful resolution, ensuring your work and the work of the team achieve service outcomes that support the shared goals of the council, while operating with financial acumen.

9. It is desirable that you have a degree or equivalent qualifications.

10. You work flexibly, including during unsociable hours as required, can travel independently around the Borough (including hard to reach locations to locate rough sleepers) and meet other professionals in community settings.

11. You are passionate about customer services.

12. You are an experienced homelessness professional with a background in rough sleeping teams and part VII.

13. You are looking to work in a forward thinking and progressive housing department.

14. You are a visible leader adept at managing high volumes of work involving vulnerable residents.

**Qualifications:**

• You have a degree or extensive relevant work-based experience and engage in continuous professional development.

• You will be able to travel independently around the Borough and it is desirable to hold a full UK driving licence.

**Essential for The Role:**

An Enhanced DBS check is required.

If the points above resonate with you, we would like to hear from you.

Read more about the work you’ll be doing in the Role Profile.

**When Interviews Will Be Held And Who To Contact**

The key information you need about the role should be in the role profile, but if you have any further questions about the role, please contact:

Email: [Pauline.Jones@Hounslow.gov.uk](mailto:Pauline.Jones@Hounslow.gov.uk)

**Interviews for this job will be held during May 2025.**

**Closing date is 13th May 2025.**

**To apply, please click “Apply Now”.**

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