

Job Title:	Rough Sleeper Services Co-ordinator
Reports to:	Commissioning & Performance Manager
Department:	ASC Commissioning
Section:	Health & Adult Social Care

Purpose of the Job

To co-ordinate development of the Council's operational and strategic response to rough sleeping in conjunction with key partners.

To direct and co-ordinate the local partnership response across the statutory and third sector on rough sleeping and national rough sleeping strategies, initiatives and delivery plans; provide analysis and monitor the delivery of the Council's programmes and initiatives; research innovative practice to inform further service developments.

To develop service, partnership and City wide provision for people who are or who are at risk of rough sleeping.

Principal Accountabilities

Strategic Co-ordination

- To ensure that all activities relating to the City's Rough Sleeping Strategy are effectively coordinated with service users and key stakeholders.
- To initiate, develop and maintain effective partnerships with communities, businesses and other external organisations to secure the Council's strategic objectives, initiatives and programmes relating to rough sleeping.
- To facilitate and organise the Rough Sleeping Strategy Board and monitor the actions arising from the meetings.

Operational Co-ordination

- Coordinate city wide multi agency responses to tents and encampments in line with the agreed BHCC protocol, ensuring a consistent approach, balancing the needs of the vulnerable individuals sleeping in/frequenting encampments and those who might be affected by them.

- Liaise with local businesses, residents, campaign groups and Elected Members, explaining the BHCC protocol and the processes for dealing with encampments, managing expectations and updating as necessary.
- Ensure operational actions are aligned with BHCC strategic objectives and priorities.
- Work with the IT Implementation Officer to ensure that the Bthink rough sleeper and supported accommodation database is rolled out across key partners and to support partners to utilise the system to ensure there is good quality, accurate data.
- To link with key operational meetings affecting rough sleepers such as the Street Community Partnership Meeting, Multi-Agency Homeless Health Meeting, the Complex Risk Management Meeting.
- To have oversight of the single homeless mortality review process, and safeguarding issues ensuring the development and improvement of operational practices. To collate and disseminate learning from mortality reviews, Complex Risk Management Meetings, Adult Safeguarding Boards and external mortality review processes.

Developing Partnerships

- To develop and maintain close and positive working relationships with statutory and voluntary agencies including the Safer Communities Team, Housing, Health & Adult Social Care, Health Services, and Substance Misuse Services to seek ways to enhance joint working to reduce rough sleeping.
- To ensure ongoing liaison with Safer Communities Team, Police, Housing, Substance Misuse and other agencies, including developing and maintaining referral procedures (taking and making referrals).
- To participate in Operational Management meetings and staff meetings & follow up work as required.
- To work assertively to ensure an action-focused agenda and accountability of partners in their delivery of projects and agreed actions.

Managing External Funding Initiatives

- To be responsible for the implementation and management of services, contracts and agreements in relation to services funded by the Ministry of Housing, Communities and Local Government.
- To ensure the delivery of high quality services which provide good outcomes for service users and good value for money.
- To ensure accurate data collection, including agreeing / developing systems with services and ensuring that recording is carried out thoroughly and efficiently.

- To actively monitor services in terms of quality, contractual requirements and performance targets including the experiences of staff, service users and partners.
- To produce reports for a range of audiences, ensuring that data from services is submitted in a timely manner to the MHCLG and to relevant forums and committees.

Other

- To maintain an up to date knowledge of research and good practice in the area of tackling rough sleeping and supporting those with complex needs.
- To draft reports as required, and contribute to a communications strategy.
- To contribute to relevant commissioning strategies.
- The postholder must be prepared to implement the Council's Equalities Policy at a level appropriate to the job and must at all times carry out their duties with due regard to the Council's Equalities Policy.

General Accountabilities

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

The list of duties in the job description should not be regarded as exclusive or exhaustive.

There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

BRIGHTON & HOVE CITY COUNCIL

PERSON SPECIFICATION

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Essential Criteria

Job Related Education, Qualifications and Knowledge	<ul style="list-style-type: none">• Educated to degree level with a professional qualification in a housing, social care or health related area, or equivalent relevant experience.• Knowledge and understanding of statutory and voluntary sectors and their role in addressing rough-sleeping• Understanding of the Care Act and related legislation affecting vulnerable people.• Understanding of the Homeless Reduction Act and related legislation• Sound knowledge of Homelessness and Rough Sleeping, including working knowledge of the current context within Brighton and Hove• An understanding of the issues that affect Rough sleepers and the ways in which these may be resolved
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Experience	<ul style="list-style-type: none"> • Demonstrable experience of service management and development in the homeless, housing, adult social care or related field working with vulnerable people. • Experience of delivering successful homelessness interventions and running related services. • Experience of contract or performance management of support or accommodation services.
Skills and Abilities	<ul style="list-style-type: none"> • Ability to liaise negotiate and influence a wide range of statutory, voluntary sector services and other stakeholders and ensure diverse teams are able to work together in a challenging environment • Experience of successful partnership working in a multi-agency, multi sector setting. • Project management skills including the ability to manage multiple tasks and priorities to a successful outcome in an environment requiring tight deadlines • Ability to effectively manage/monitor budget • Ability to understand, interpret and analyse complex data and to draft accessible reports for a range of audiences. • Ability to work independently and deal with high levels of work-related pressure e.g. deadlines, interruptions or conflicting demands • Ability to plan strategically and develop quality service provision. • An ability to demonstrate imagination, initiative and flexibility in problem solving in an environment of change.
Equalities	<ul style="list-style-type: none"> • To uphold and carry out the duties of the post with due regard to the City Council's Inclusive Council Policy.
Other Requirements	<ul style="list-style-type: none"> • Ability to work from a range of locations across the city • Ability to work flexibly to meet the requirements of the role which may include evening and weekend work occasionally