

Job Description

Job Title	Rough Sleeper Coordinator
Directorate	Adult Services and Health
Service Area	Governance, Safeguarding, Quality & Commissioning
Grade	7
Competency Level	1
Salary	£39,513 - £44,711
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not applicable
Job Evaluation Ref No	

Job Purpose

As the Rough Sleeper Coordinator, you will play an important role in supporting the Council's vision to ending rough sleeping across the city. The post holder will be based in the Council but will be partly co-located within services working with rough sleepers co-ordinating approaches and developing overarching and individual solutions to meet the needs of the cohort, including close joint working with the Council's Housing Options Service.

You will not be delivering case work but will liaise with statutory agencies and other key partners and stakeholders within the wider homelessness pathway to 'broker' solutions to deliver support to individuals rough sleeping or at risk of doing so. Acting as the interface between services working with rough sleepers, Council and other agencies providing frontline support to ensure that the mechanisms in place for assessing people rough sleeping, making referrals, prioritising reconnection or placements, are fully utilised.

You will direct and coordinate the local partnership response across the statutory and third sector on rough sleeping and national rough sleeping strategies, initiatives and delivery plans and for developing and reporting back key data and other critical reports to the Ministry of Housing, Communities and Local Government (MHCLG).

Directly Responsible For:

None

Directly Responsible To:

Strategic Commissioning Manager, Prevention and Early Intervention Services

Main Areas of Responsibility:

- Direct and coordinate the local partnership which delivers Liverpool's Rough Sleeping Prevention and Recovery (RSP&R) Grant funded services and feedback to the rough sleeping / homelessness leads and other strategic groups
- Work with the governments Ministry of Housing, Communities and Local Government (MHCLG) Rough Sleeping Advisors to develop, implement and monitor existing and new rough sleeping responses, including collating and reporting monthly, quarterly and annual rough sleeping data returns and performance and financial reports to council leads and to MHCLG

- Chair a range of multi-agency meetings to bring services together to co-ordinate a multi-agency approach to ensure individual support plans are in place for rough sleepers, those in short-term temporary accommodation services that are commissioned through the council or other emergency accommodation solutions such as hotels or B&Bs
- Work closely with the Council's Housing Options Service to develop and progress solutions for rough sleepers, including liaison on complex cases and move on from short-term solutions
- Provide advice and support to RSP&R grant funded service delivery partners and other teams working with rough sleepers, including liaising with statutory agencies / stakeholders within the wider homelessness pathway to 'broker' solutions to deliver support to individuals rough sleeping or at risk of doing so
- You will be an active part of the Allocations nominations process for the Rough Sleeper Accommodation Programme (RSAP) accommodation and associated schemes within Liverpool, working with registered social landlords and referral agencies and providing reports and associated data to MHCLG as required
- Work as the lead contact within the Council for agencies that have a responsibility for crime and disorder, enabling a sharing of intelligence between these key stakeholders to agree a focused partnership response to address challenging issues
- Co-ordinate the annual rough sleeper count and act as the Council's responsible officer for the activity
- Undertake and co-ordinate research on trends and emerging patterns around rough sleeping and associated issues using a variety of research methods

Supervision and Management Responsibility:

- There are no supervisory or line manager responsibilities in this post

Budget and Financial Responsibility:

- Being fully accountable for managing the Council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Support the work needed to develop and submit bids for additional funding to tackle rough sleeping in the city
- Support Commissioners regarding financial performance, delivering within relevant grant budgets and seeking savings and efficiencies by exploring opportunities to draw funding where appropriate
- Set, monitor, and remain within budget whilst challenging the RSP&R grant funded services to deliver increased efficiencies

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities.

Physical Demands of the Job:

- This post is a combination of office work and field work. It will involve sitting for long periods of time and a requirement to travel to meet service needs

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1**

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Evidence of continuous professional development related to housing, homelessness or a related discipline (A/I)

Desirable

- Housing related qualification

Experience

- Knowledge and understanding of statutory and voluntary sectors and their role in addressing rough sleeping (A/I)
- Knowledge of homelessness and rough sleeping, including working knowledge of the current context within Liverpool (A/I)
- Understanding of the Homeless Reduction Act and related legislation (A/I)
- An understanding of the issues that affect rough sleepers and the ways in which these may be resolved (A/I)
- Experience of managing/implementing projects (A/I)
- Experience of working with partners / external organisations (A/I)

Desirable

- Knowledge of various Initiatives and funding streams to reduce rough sleeping
- Experience of working with and reporting progress to external funding bodies and/or national government departments
- Experience of working with / within or alongside local authorities and an understanding of associated governance processes and challenges
- Experience of monitoring budgets and providing reports
- Experience of working with the independent and third sector organisations

Skills/Abilities

Essential

- Ability to co-ordinate and develop close positive working relationships with statutory and voluntary agencies and national funding bodies / government departments to reduce rough sleeping (A/I)
- Ability to lead working groups, panels and key initiatives aimed at addressing rough sleeping by motivating partners, providing support and advice and proactively challenging approaches and developing collaborate solutions
- IT Literate to a good standard including use of email, spreadsheets and databases (A/I)
- Effective verbal and written communication (A/I)
- High standard of interpersonal and negotiation skills (A/I)
- Ability to manage personal resilience and time management within a demanding environment (A/I)
- Ability to work on own initiative and with minimum supervision (A/I)

Desirable

- Ability to analyse and interpret data and provide written and oral reports to Senior Management
- Self-motivated and proactive in managing own workload, functioning effectively under pressure to deliver agreed pieces of work to a high standard and agreed time scales
- Innovative, solution driven to solving problems and conflict resolution
- Work positively and flexibly within a team environment, developing and implementing proposals for change
- Interpret, analyse and organize complex information and present coherently in written and verbal form to inform commissioning and planning activities
- Ability to develop and promote partnership working within the voluntary sector and with other key stakeholders and partners, including Council Directorates.
- Willingness to work flexibly within a changing environment; managing conflicts, pressures and priorities

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- An understanding and personal commitment to LCC's equal opportunity and diversity policy

Other

Essential

- An ability to fulfil all spoken aspects of the role with confidence through the medium of English (I)