

Greater Manchester Combined Authority Role Profile

Job Title:	Outreach Co-ordinator – GM Outreach Service (Rough Sleepers Initiative)	Date:	June 2019
Reporting Line:	Strategic Lead for Homelessness,	Job Level:	Grade 7
Department:	Homelessness Team (PSR)	Business Area:	Public Service Reform (PSR)

JOB PURPOSE

This role of Outreach Co-ordinator will work with the GMCA Strategic Lead on Homelessness and the Project and Partnership Managers to implement the Greater Manchester Rough Sleepers Initiative (RSI) and support the wider delivery of the projects and workstreams which comprise the GM Homelessness Trailblazer. The main focus of their work will be to support the development, of rough sleeping outreach services in 6 key local authority areas including their alignment with other GMCA initiatives and Phase 2 of the GM wide offer of A Bed Every Night (ABEN).

KEY RESPONSIBILITIES

- Work closely with Bolton, Bury, Oldham, Rochdale, Stockport and Trafford local authorities to ensure that there is a co-ordinated approach to the provision of rough sleeping outreach services across the 6 areas.
- With prior notice to be available to accompany an outreach work in any one of the 6 areas whilst carrying out their duties to engage with people sleeping rough on the street. This will involve working outside normal core hours and occasional weekend work.
- Support the development of good practice in outreach work across all 10 GM Local Authorities, and act as a key liaison point between the statutory and voluntary sectors to promote a consistent level of delivery based on shared principles and policies.
- To be the main point of contact between the local authorities and any mental health partners who have been contracted to deliver a specific element of this service.
- Identifying and supporting the collection of the correct information required for reporting purposes as well as validating and submitting progress data and documents required by the GMCA, MHCLG and other stakeholders to evidence outcomes achieved and progress made.
- Take the lead in the managing data and the collation of statistics in order to ensure responding quickly and efficiently to requests from the GMCA Comms Team, public queries and FOI's.
- Coordinating and actively participating in the design of GM-wide systems and approaches and supporting opportunities for greater collaboration at a GM level.
- To carry out bespoke research, policy development and data analysis in this area which will inform the debate and design of the approach to homelessness prevention and rough sleeping across GM going forward.

- Work closely with GMCA colleagues and the GM ABEN Coordinators in maintaining and cultivating positive relationships and engagement with the ABEN provider(s) in addition to all 10 GM local authorities and wider partners through the process.
- Work closely with the Community Rehabilitation Company and with local prisons to ensure that the priority cohort identified as being at high risk of rough sleeping have an accommodation pathway in place and are engaging with services on their release from custody.
- Track and control auditable documentation including contracts, official correspondence, etc and other data/information/reports.
- Ensure all partners are working to the principles outlined in the service specification and if required take responsibility for updating this document and other standard forms in the light of evolving best practice and change in guidance.
- Ensure accurate financial and performance information is communicated between relevant parties through the production of detailed monthly monitoring/performance reports.
- Support the work of the RSI partners by taking on pieces of work as appropriate and by submitting reports to the wider partnerships as necessary.

DIMENSIONS

- Co-ordination of the GM Rough Sleepers Outreach Service.
- Work with key strategic partners at local, national and regional levels including:
 - GMCA colleagues
 - The six Greater Manchester Local Authorities and their partners directly involved in the delivery of this project.
 - ABEN service Provider(s)
 - Community Rehabilitation Company, Shelter (Through the Gate) and local prisons
 - Partners and stakeholder across GM.

KNOWLEDGE, SKILLS AND EXPERIENCE

Essential Skills:

- Knowledge and understanding of the statutory homelessness framework and its application at local levels
- Knowledge and understanding of the interface between rough sleeping, homelessness, housing needs and related disciplines including health and wellbeing, criminal justice and skills & work
- Ability to understand and manipulate complex data sets, which combine both accounting and project management principles, with a high level of accuracy.
- Numerically literate with a high level of attention to detail.
- Excellent organisational and administrative skills.
- Use of Excel Spreadsheets to an advanced level.
- Systematic and efficient approach to administrative tasks.
- Good organiser, able to manage multiple activities.
- Confidence and ability to deal effectively with financial/accounting information.
- Ability to work independently and effectively to meet deadlines.

Key Skills:

- Experience and ability in report-writing and data analysis as well as drafting and writing papers and communications materials.
- Strong IT skills including Excel spreadsheets and PowerPoint.
- Ability to work effectively in a busy, professional and demanding environment where attention to detail, accuracy and high quality standards is the norm.
- Ability to work with complex data sets to produce information with a high degree of accuracy to tight deadlines.
- Ability to handle accounts information, audit processes and systems.

- Good understanding of project management.

Experience:

- Ability to develop and manage positive relationships with partners and stakeholders at local and national levels, and to influence local commitment to GM objectives
- Understanding of governance structures and their application at Greater Manchester level
- Ability to engage with stakeholders and partners in other sectors and to maintain positive commitment of these groups
- Experience of carrying out research and bespoke pieces of work to tight timescales
- Experience of assisting in the development and implementation of strategic projects
- Excellent communication and negotiation skills
- Experience of project or programme management.
- Experience of managing or monitoring the achievement of contractually agreed outcomes.
- Experience of managing and monitoring an agreed budget.

Knowledge:

- Ability to manage a wide range of projects and individual workstreams to a project management process
- Microsoft Office applications.
- Sound knowledge and understanding of financial procedures.
- An understanding of current homelessness legislation including Priority Need statutory obligations
- An understanding of the key issues likely to be facing people who sleep rough including substance misuse, offending, mental health and domestic abuse.
- An understanding of the need to create psychologically informed environments and the importance of services working in ways that are trauma informed.
- A good awareness around the eligibility rights of foreign nationals in terms of local authority assistance and travel rights.
- Administrative and data management processes such as document control and management, forms design, scheduling tasks, including the secure processing of data.

Personal Style:

- A positive commitment to devolution and to devolved service delivery across Greater Manchester
- High level of attention to detail.
- Strong commitment to high quality work.
- A high level of enthusiasm, personal drive and energy and a capacity for sustained effort and performance.

CONTEXT

This post will be funded by government RSI Funding for an initial 12 months with the option of extending for a further 12 months.

Date prepared/revised: June 2019
Prepared/revised by: COB