

Role of MARS Workers

Role Profile			
Job Title	MARS Worker	Grade (Office Use)	Lead Worker
Area	Plymouth	Team	Rough Sleeping
Reports to (Job Title)	RS Manager	Hours	30 pw
Location	Harwell Centre, outreach and working from home	Working hours	Mostly office hours; but some weekends and early mornings
CRB check required	Y – enhanced		

MARS background

Plymouth has funding from government to better address rough sleeping, working to radically reduce the numbers on the street. Central to the City's response is the Multi-Agency Rough Sleeper (MARS) Team.

The MARS team works on an outreach basis, with office space at the Harwell Centre. Team members are employed by partner agencies but operationally managed by the MARS Coordinator.

MARS: Multi-Agency Rough Sleeper Team

MARS is a multi-agency, multi-disciplinary team consisting of five full time equivalent (FTE) workers and a Coordinator.

The team is committed to working around the person (not the place) across the outreach and accommodation offers to ensure more flexible, personalised and sustained support for rough sleepers moving off the streets.

This intensive support is therefore targeted at those most vulnerable to sleeping rough, providing consistency of support and engagement as people move from the street through a journey towards independent living in the community.

Team member role

The team members: -

- Carry out assessments and provide ongoing support to those vulnerable to sleeping rough to be accommodated, arranging and using temp and short term accommodation where needed, to therefore help people off the street
- Do this by carrying a caseload of clients, who receive one-to-one support and advocacy to help them ultimately move to and maintain settled housing

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- As part of the above, provide individualised, personalised 'support' agreed with the person including as part of the existing Housing First pilot plan with Plymouth Community Homes.
- When people are housed, provide support to ensure practical tasks and obligations are completed, such as maintenance of the property and payment of utility bills
- Provide additional capacity across the existing Rough Sleeper team and at the existing day centre, enabling quicker and better responses to people sleeping rough via outreach and centre-based work.

The workers are therefore also involved in:

- Occasional early morning outreach sessions
- Carrying out reconnections
- Interventions – short term support

The scheme also includes:

- Funding for temporary accommodation for rough sleepers or those at immediate risk who do not meet priority need test.
- SWEP: additional capacity to provide and support severe weather provision.
- Personal Budgets: The personal budget fund will be utilised to best support individuals who are or are at risk of rough sleeping.

All workers will therefore be involved in:

- Supporting people vulnerable to sleeping rough
- Working on outreach basis
- Working with people on the street and, primarily, in community settings
- Leading on particular aspects of MARS service but in the context of there being one team
- Keeping all relevant records, including assessments, support plans and case notes and contributing to producing required reports

Therefore some workers will lead on but all will be involved in supporting people via:

- Street outreach
- Day centre
- Accommodation (ie when people accommodated)

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MARS Worker: Person Specification

Path is looking for someone with an understanding of housing and homelessness issues, experience of and skills in assessing people’s needs and an ability to engage with marginalised people to support them to change their lives.

Essential	Desirable
<p><u>Personal Qualities</u></p> <ul style="list-style-type: none"> • Approachable • Non-Judgmental • Motivational communicator • Demonstrable ability to engage, refer and collaborate effectively • Problem-solving, realistic approach <p><u>Housing and homelessness</u></p> <ul style="list-style-type: none"> • Good understanding of supported housing sector • Ability to deliver accommodation advice • Understanding of welfare benefits, inc proposed reforms (Universal Credit etc.) • Knowledge of relevant housing and homelessness legislation/guidance <p><u>Client work</u></p> <ul style="list-style-type: none"> • Experience of providing information and support to individual clients including carrying a caseload (providing ongoing liaison and support on a range of issues) • Experience of assessing individual needs and identifying options • Ability to engage with, motivate and creatively people with complex needs • Ability to identify and manage risk • Positive attitude towards, and understanding of, relevant client groups 	<ul style="list-style-type: none"> • Experience in the homeless and / or housing sector(s) • Emergency First Aid for Appointed Persons • More developed IT skills, such as design and creation of literature • Knowledge of local services, referral systems, and local procedures • Experience of writing / contributing to formal reports • Experience of negotiating with private landlords • Experience of supporting clients to use savings scheme • Have a valid drivers’ licence & use of a car

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<ul style="list-style-type: none"> • Understanding of and commitment to equal opportunities and diversity • Ability to empower and enable users to take control of significant aspects of their lives <p><u>Office and communication</u></p> <ul style="list-style-type: none"> • Experience of liaising / communicating with other staff on professional basis, including planning and running meetings • Good written and verbal communication skills • Good negotiation skills • IT skills: ability to use databases + Microsoft Office (word processing, e-mail, spreadsheets) as minimum • Ability to record, monitor and report on own work • Experience of being line managed and / or demonstrable ability to work under formal supervision <p><u>General</u></p> <ul style="list-style-type: none"> • Ability to efficiently respond to need, handle a large caseload and work to tight deadlines • Ability to travel, in some cases outside of the local authority area. • 5 GCSEs level C and above; including Maths & English; or equivalent • Ability to represent oneself and Path to the public • Enthusiasm for this post and this area of work 	
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