



Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Street Homeless Service Specialist Social Worker	Grade: PO1-PO3
Section: Adult Social Care Services	Directorate: Adult Social Care and Public Health
Responsible to following manager: Rough Sleepers Specialist Senior Social Worker	Responsible for following staff: N/A
Post Number/s:	Last review date: August 2025

Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.



Job Purpose

The purpose of a Social Worker in Adult Social Care is to apply the Care Act 2014 and enhance eligible people's well-being. In addition to abiding by the practice standards set down by Social Work England (SWE), Social Workers need to apply a wide range of knowledge and skills to understand and build relationships, and work directly with individuals, their families, and carers in a strengths-based way, to enable and empower them to achieve best outcomes. This should include working within statutory frameworks to undertake assessments, plan care and support and make the best use of available resources to enable people to have better lives. In addition, Social Workers play a key role in safeguarding adults who are at risk of harm/or have been harmed.

- To contribute to the borough's street homelessness strategy in the professional safeguarding arena across Adult Social Care and health commissioning areas.
- To work in a trauma informed and person centered way with the street homeless population, jointly working with the Outreach Team and undertake assessments of need under the Care Act.
- Contribute to and support further development of multi-agency forums and meetings.
- To hold a caseload in respect of individuals who are known to Rough Sleepers services and appropriate partner organisations, as and when required, in line with locally agreed referral pathways and procedures.
- To develop strong links with local street homeless services with a priority on: Street Outreach, Substance Use, Primary and Secondary Health services, Local AMHP and local Enforcement and Police services. (List not exhaustive)
- Ensure quality and value for money at all times whilst ensuring that the service complies with relevant legislation, regulations and policies.
- To link closely with the Street Homeless Service Manager for Richmond and Wandsworth.

Specific Duties and Responsibilities

- To provide a robust and flexible initial response to statutory Care Act 2014 assessment and risk assessment requirements for homeless and rough sleeper adult referrals.
- To provide specialist social work case management input to individuals impacted by homelessness and rough sleeping issues.



- To develop strong and effective partnerships with all partner organisations directly involved with the support of and to people who are experiencing homelessness and rough sleeping issues in the boroughs of Richmond and Wandsworth.
- Maintain accurate and meaningful records within local authority database Mosaic in order to inform data collection for informed responses to homelessness and rough sleeping issues.
- Ensuring adults at risk who require further action under Richmond and Wandsworth's responsibilities to protect adults at risk from harm or abuse under the Care Act (2014) receive the most appropriate and proportionate safeguarding response.
- Provide, timely, creative and robust assessment/risk responses for referrals of street homeless and rough sleeping adults brought to notice by locally agreed pathways and procedures
- To work in partnership with all relevant partner agencies concerned with the health and wellbeing of those adults coming to notice as street homeless and/or rough sleepers.
- To promote and champion equality and diversity in the delivery of all activities associated with this role.
- To operate at all times within the professional ethics and disciplines of social work as described in the BASW code of ethics, the Social Work England Professional Capabilities Framework and the Health and Care Professionals Council Standards of Practice, and to model the highest standards of Social Work practice.
- Report to Rough Sleepers Specialist Senior Social Worker for daily operational management guidance and monthly and as required for professional supervision and authorisation purposes.
- Develop effective partnership working that is positive and constructive and respectful of differing roles and responsibilities and the value they can bring to safeguarding of vulnerable adults. Support team members both internally and externally with partners as part of sharing information and developing safe multi-agency plans for those people affected by homelessness and rough sleeping.
- Be confident and knowledgeable in applicable law as it relates to the National Homelessness agenda and social work legislation including: the Care Act 2014; Mental Health Act 1983 Amended 2007; Mental Capacity Act 2005;

Homelessness Reduction Act 2017; Housing Act 2004, Human Rights Act 1998 and understand the statutory guidance and its processes in order to safeguard and promote the best outcomes for vulnerable adults experiencing homelessness or rough sleeping issues.

- To be able to explain the Corporate values and behaviours to the service and to discuss equality, diversity, and inclusion with practitioners, challenging discrimination and raising issues of inequality.
- To assist as required with the management of budgets by ensuring that throughput of work is consistent and that work steps are completed in a timely and effective way, including quality assuring and authorising assessments, support plans and reviews.
- To monitor implementation of packages of care and support and adjust them as appropriate and to ensure that individual care packages, including funding arrangements for any services, are thoroughly reviewed in accordance with statutory requirements and Council policy to ensure highest quality of service and best value.
- To act as a Safeguarding Enquiry Officer in accordance with the Inter-Agency Policy and Procedures for Safeguarding Adults and to chair protection of vulnerable adults meetings where required.
- To ensure effective and timely action is taken to assess, record, manage and reduce risk to the service, to people with care and support needs and their carers and partner organisations in accordance with Council and partner organisations' policies and procedures.
- To encourage a positive attitude to risk and a no blame culture to support practitioners to take ownership of their practice in providing a social care service and facilitate innovation and creativity.

Progression criteria from PO1 to PO2

- To have a high level of understanding of legislation and to be able to interpret and apply it, alongside national and local policies and procedures underpinning your work specifically where assessment, review and safeguarding elements are applied, use of personal budgets and direct payments (as appropriate) as well as how carers are supported and how the local authority meets its statutory duties.
- To take initiative, form constructive alliances with partners and engage effectively with situations of increasing complexity and challenge including integrated working, complex family dynamics and multiple risk factors. This will be evidenced in their performance and supervision notes.
- To be able to demonstrate an appropriate level of knowledge with evidence of the increasing ability to work independently, to collaborate on equal terms with members of other professions and make sound professional judgments with the ability to explain and justify decisions.
- To be able to manage complex cases and offer skilled opinion to colleagues and partners. To offer expert support to case conferences and produce high quality assessments and reports for a range of functions.
- To demonstrate highly developed interpersonal skills and advanced advocacy skills within the role.
- To show a clear awareness of budgets and the costs of services and their impact on service delivery, where appropriate challenging or identifying creative and proactive options to ensure the best use of resources and preventative work.
- To work towards a Practice Educator qualification

Additional duties at PO3

- To act as a Safeguarding Adult Manager (SAM).
- To understand performance and budget management and forecasting at a more strategic level and to be able to support and champion the improvement of performance against key indicators with team colleagues.
- To lead on promoting high standards of practice with team colleagues and to develop resilience, linking with Professional Standards colleagues as required. To model high



standards and a high level of competence adhering to practice guidance, statutory frameworks, and best practice across the UK.

- To hold a caseload of higher-level complexity and to be able to conduct legally compliant assessments in a wide range of challenging contexts, cope with difficult conversations and be highly resilient.
- To chair meetings with professionals from multiple agencies.
- To support transformation and innovation within the service.
- To mentor Social Work Apprentices
- To act as a Practice Educator

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information



- To contribute as required by the Service Manager to the learning of other staff within the team, and through wider programmes arranged by the Department Learning and Development section including leading panels, workshops or projects and will participate in research, where required.

Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements	Assessed by
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			A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Knowledge of Social Work Professional Standards	X		A & I
Knowledge and practical understanding of relevant adult social care and health legislation, practice guidance and policies, including that relating to safeguarding adults	X		A & I
Understanding of the strengths-based approach	X		A & I
Experience	Essential	Desirable	Assessed
Experience of working with people with disabilities	X		A & I
Experience of conducting effective assessments including of risk	X		A & I
Experience of developing care and support plans that deliver personalised, integrated care and support that helps people to maintain their independence and attain the outcomes they want	X		I
Experience of working collaboratively with residents, their families and other professionals	X		A & I
Experience of making effective decisions that make best use of available resources to meet eligible needs and achieve outcomes.	X		A & I
Skills	Essential	Desirable	Assessed
Ability to maintain Social Work Professional Standards	X		A & I
Ability to model and encourage our Corporate values and behaviours and to be positive, open-minded, supportive and respectful to colleagues, partners and residents	X		A & I
Ability to communicate effectively with others and ability to write a clear, accurate, consistent and timely and case record and reports as per the Recording Guidance	X		A, I & T
The ability to effectively manage time effectively, including adequate throughput of casework, learning and other team requirements	X		A & I
The ability to effectively use supervision to support caseload management, raise risks and ask advice, reflect on practice and contribute towards development of core skills and competence	X		A & I
To be technically proficient and able to use IT equipment, able to demonstrate digital solutions for residents and carers and understand pertinent data	X		A & I

Qualifications	Essential	Desirable	Assessed
A relevant professional qualification in social work and current registration with Social Work England.	X		A, I & C
Evidence of successfully passing the ASYE programme or be able to demonstrate capabilities and knowledge at that level. Newly qualified Social Workers who meet the eligibility criteria must be willing to undertake the ASYE programme	X		A, I & C

A – Application form/CV, I – Interview, T – Test and C - Certificate