

Induction and Training for Homeless Outreach Workers

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Induction

- Shadow other outreach workers where possible
- Visit multiple statutory and non statutory services including but not limited to: drug and alcohol services, mental health, health settings, training and pre employment support services, potential accommodation options, day centres, hubs, council buildings. There is nothing quite like seeing the organisations base ready for when you might accompany a client or describe its location
- Who are your eyes and ears?
- Business/community – don't forget the shop owners and the communities who may have more contact with rough sleepers than you do! They often want to help but do not know how e.g. they can (and will!) ring you if they are worried about the deteriorating appearance of a rough sleeper. Rough sleepers can be accessing community settings (leisure centres/libraries etc) for a shower for example – use the opportunity to get the prevention message out there
- Other smaller day centres – who is in their church basement providing breakfasts? What other faith settings are providing food and temporary shelter that could provide an opportunity for meaningful contact

Induction continued...

- Building up named contacts as you go, making relationships, taking email addresses and then following up with an email – you are building your profile as the ‘go to’ worker for rough sleepers – make sure everyone has your contact details and keep them up to date (e.g. answerphone / out of office message when you are on annual leave)
- StreetLink – ring the member of the public back yourself (mindful of confidentiality) this is a great way to engage and encourage more use of StreetLink
- Get out onto the streets and introduce yourself – clients need to know who may wake them up in the morning or be around late at night. Take something with you on your first visits so that you are memorable (food/drinks etc.)

Induction continued.....

- Get to know your own organisation – what is the culture? What are the internal restraints on meeting the needs of rough sleepers? You are a fresh pair of eyes, not to criticise, but to be creative, person centred and solution focused
- When getting to know other organisations – what are their internal restraints on meeting the needs of rough sleepers? can they be flexible e.g. on their access criteria - the clean time needed to access a dry house or on the minimum acceptable debt level?
- What are the locally agreed approaches to things like giving out tents, Local connection - what does a Single Service Plan for a rough sleeper look like e.g. reconnect only to accommodation or is a housing options appointment acceptable?
- The biggest recommendation from existing outreach workers: shadow the local council Housing Options team and appreciate their challenges!

Training/Policies

- Policies – get to know your organisations' policies and approaches to: lone working, substance misuse, data protection and info sharing, anti-social behaviour and more.....
- Get to know staffing structures in your own and other organisations, ask for a copy if you need to.
- Training – Trauma Informed Care, Housing Law, Dealing with challenging behaviours, Naloxone, First Aid, Safeguarding (see suggested training slide)
- In-Form (other databases also available!)

Suggested training list

Health & Safety Induction (In-House)

Fire Safety Awareness (online)

Emergency First Aid At Work (1 day)

Safeguarding Adults

Equality & Diversity (online)

GDPR Essentials (online)

Data Protection (online)

Safer Recruitment (online)

First Aid At Work (3 days)

Difficult, Disturbing & Dangerous Behaviour

Trauma Informed Care

Professional Boundaries

Drug & Alcohol Awareness

Empowering Serial Non-Engaging Clients

Naloxone for overdose response

Domestic Abuse

Make Every Contact Count

Introduction to the Mental Capacity Act

Homelessness Reduction Act

Being the Difference

KUF Personality Disorder

Universal Credit