

Job description

Job title: Assertive Outreach Worker	
Organisation: Catalyst is a charity - Supporting wellness together, we promote people's mental health, physical health and overall wellbeing by providing support to the whole person in Surrey and surrounding area.	
Main purpose of job: To engage and support vulnerable adults who are experiencing multiple disadvantages by providing community-based care focusing on prevention, early intervention and crisis diversion. The role requires proactive, persistent, and person-centred outreach to build trust with individuals who may be reluctant to engage with services, with the aim of reducing health inequalities, improving wellbeing, helping people better understand their own health needs, building confidence and supporting sustainable recovery and independence.	
Department: Multiple Disadvantage Service	Location/Branch: Nankeville Court, Woking, with travel across Surrey)
Role reports to: Senior Manager, Specialist and Outreach Services	Hours: 27.5 hours per week
Length of contract: Permanent	Salary: £31,140.00 (Pro-rata)

Key Accountabilities for
Outreach & Engagement • Deliver assertive outreach across Surrey providing a person centred and trauma informed approach to clients referred into the project. • To work with clients in the community using a safe, risk assessed approach. Working collaboratively with other practitioners to best support the needs of the client. • To conduct continuous risk assessments on client's needs, presenting behaviour including harm to self and/or others and consider this risk in deciding the outreach approach. Develop and update risk management and crisis contingency plans within the necessary systems as required. • To conduct continuous risk assessments on client's needs, presenting behaviour including harm to self and/or others and consider this risk in deciding the outreach approach.

Develop and update risk management and crisis contingency plans within the necessary systems as required.

- Work with clients to develop an action plan that best fits their current needs, identifying any barriers and be proactive in supporting them to achieve their goals.
- Undertake continuous assessments with all clients, monitoring their well-being and development through the use of, but not limited to, GAD7, PHQ9, impact reporting and individual case studies.
- Engage service users who may be resistant or disengaged from traditional support services.

Safeguarding & Risk Management

- Identify, assess, and respond to safeguarding risks.
- Develop and implement **risk management and safety plans** in collaboration with service users.
- Act promptly on safeguarding concerns in line with company and local authority procedures.
- Work closely with police and safeguarding teams to protect victims.

Case Management

- To record and maintain accurate and comprehensive client case notes on our database. Including ensuring all project monitoring material is completed within set timeframes and reported to management.
- Complete needs assessments and co-produce support plans tailored to individual needs.
- Monitor progress and adjust interventions accordingly.

Multi-Agency Working

- Attend multi-agency meetings (e.g., MARAC, safeguarding meetings, case conferences). To facilitate joint working with other support services to tackle any barriers, including Housing; Health; Social care; Domestic abuse; Drug and Alcohol and Criminal Justice.
- Advocate on behalf of clients to access services, housing, and support.

Working Conditions

- Regular lone working and community-based visits, including high-risk environments.
- Flexible working hours, which may include evenings and weekends.
- Requirement to follow all health and safety and lone working procedures.

General terms of reference:

In carrying out the above duties the post holder will:

- Work collaboratively across the organisation to offer support to all main functions
- Be committed to the role and support Catalyst to be the most efficient it can be
- Be someone who believes in fairness and conducts themselves with integrity
- Work flexibly across operational sites, including working from home arrangements in agreement with your line manager, as required which may include evening and weekend work
- Be motivated to improve personal performance, outcomes, contribution, knowledge and skills
- Be professional when partaking in Management, Trustee Board and other work related team meetings; appraisals, workforce development and supervision processes
- Prepare for and engage with clinical supervision

- Participate and engage in project team meetings, sharing best practise, client presentation, risk and outcomes for the client within that action plan.
- Keep abreast of developments in services, legislation and identify good practices where appropriate
- Support in promoting the project and building strong relationships with our key partners. This may involve delivering presentations, developing publication material and attending networking events.
- Contribute to maintaining safe systems of work and a safe environment for all staff on site or working remotely
- Represent Catalyst at external agencies/meetings and support our values and the culture of Catalyst
- Assist in ensuring GDPR compliance throughout the service
- Adhere to health and safety compliance, ensuring timely and accurate record keeping
- Adhere to confidentiality policy
- Undertake other duties appropriate to the grade of the post

This post is subject to a Disclosure and Barring Service (DBS) check at an enhanced level. Please note past drug and/or alcohol or criminality history will not necessarily discount you from undertaking this role.

Person Specification

	Essential	Desired
Qualifications and experience		
Experience of working with vulnerable adults, particularly within: • Substance misuse • Mental Health needs and/or Neurodivergence • Domestic Abuse • Homelessness • Multiple Disadvantage • Criminal exploitation / safeguarding	✓	
Demonstrable experience of assertive outreach or intensive engagement work	✓	
Relevant qualification in social care, youth work, or related field		✓
Experience working in partnership with police and housing providers		✓
Knowledge and skills		
Strong understanding of cuckooing, county lines, and exploitation	✓	
Knowledge of safeguarding legislation, policies, and procedure	✓	
Knowledge of trauma-informed approaches and harm reduction principles		✓
Ability to assess risk and manage complex, high-risk situations	✓	
Excellent communication and interpersonal skills	✓	

Person Specification

Ability to work independently and as part of a multi-agency team	✓	
Ability to manage competing priorities and meet deadlines	✓	
Resilience and ability to work in challenging environments	✓	
Empathy and non-judgemental approach	✓	
Strong problem-solving and decision-making abilities	✓	
Effective record-keeping and IT skills	✓	
Travel		
Full UK driving licence and access to a vehicle	✓	
Ability to work flexibly across area	✓	
Personal attributes		
Have authentic attributes of Kindness, Commitment and Integrity	✓	
Ability to maintain Equal Opportunity standards at all times	✓	

Catalyst Support is an equal opportunities employer. We celebrate difference and are committed to fairness, accessibility, and inclusion throughout recruitment and employment.