



Are you an early riser?

Are you passionate about supporting people who are rough sleeping?

Are you proactive with a positive attitude?



OUTREACH COORDINATOR
SALARY: £25,325 per annum
HOURS: 37 hours a week
TERM: Permanent
LOCATION: BEDFORD

Contact Us For
More Information:



recruitment@smartcjs.org.uk



www.smartcjs.org.uk

Thank you for taking an interest in joining the team!

Founded in 1997, we are a charity that provides safe spaces for people who are facing or experiencing homelessness, are rough sleeping or have fallen on tough times. As times have changed, our services have adapted and grown, but we've always kept the people we support at the centre of all that we do.

We believe that everyone needs a little help sometimes and, with trust, respect and honesty, people can make incredible changes. Our vision is to transform communities so that everyone has the opportunity to achieve their fullest potential, participate in and contribute to all aspects of life.

Our mission is to provide safe spaces to work with vulnerable people within our communities, empowering them to make positive changes and take control of their lives.



WHY JOIN US?



We believe in diversity and inclusion. We welcome applications from individuals of all backgrounds, including people with lived experience of homelessness.

With a strong culture and set of values that prioritise diversity and inclusivity, we strive to create a work environment that is both motivating and inclusive.

YOUR BENEFITS

- 27 days Annual Leave (rising to 30 after 3 years) + Bank Holidays (pro rata) + Birthday Off
- Generous Pension scheme
- Excellent Development and Growth Opportunities
- Access to a Charity Worker Discount scheme
- Access the company health and wellbeing service including support with mental health, legal advice and more
- Access to an online GP service
- Regular reflective practice sessions

We require all staff and volunteers to be committed to safeguarding and to respond proactively to safeguarding concerns. Successful applicants are required to undertake an Enhanced Disclosure and Barring Service (DBS). This job description will be supplemented by annual objectives which will be developed in conjunction with the post holder.

THE ROLE

The Outreach Team work in a person centred way, finding people who are currently homeless, or rough sleeping. The hours of the role at 5am to 1pm (there is some room for flexibility on this, however it must be early morning). We cover the entirety of Bedford, including rural areas, so the post holder must have a valid UK driving license, with access to a car.

As we also cover town centre locations, the ideal candidate has to be able to walk fair distances, in all conditions (between 10 and 15,000 steps per day).

Our ideal candidate has great interpersonal skills, with the ability to adapt their approach to suit the needs of the people that they are supporting, including being able to liaise with other services within SMART and other key stakeholders.

The right person for this role has an understanding of the key issues facing someone who is homeless and is able to work in a creative way to engage with people from all backgrounds.

KEY TASKS

- To be friendly and approachable and provide outreach support to those who are homeless in Bedford.
- To be able to keep calm and de-escalate any challenging behaviour.
- Work alongside Bedford Borough Council to find housing solutions for those who are rough sleeping and/or homeless.
- Be organised in your approach, keeping accurate records on our internal Case Management System (InForm). You must be comfortable using all aspects of Office, including Excel.
- Support and encourage individuals to access specialist support, where desired, e.g. GP treatment and advice, Mental Health support, drug and alcohol support, harm reduction advice.



THE ROLE

- To support with the continual development of the service
- To support with incident response to urgent situations related to service users in the building, including responding to risk, e.g. anti- social behaviour, mental health concerns, etc.
- To build strong relationships with other organisations to support the delivery of outreach
- Ensure safeguarding concerns are raised at the earliest opportunity through the appropriate channels.
- Maintain our internal trackers and spreadsheets to ensure accurate information is shared, in line with GDPR, with key organisations involved in relieving someone's homelessness.
- Have a good understanding of the Homelessness Reduction Act 2017.
- Manage and organise your own diary and conflicting priorities.
- Be flexible in your approach and support other sites when needed and requested
- Provide support to individuals who remain rough sleeping (through individual circumstances) to ensure safety and encourage access to support services.

ABOUT YOU

We are looking for someone who is comfortable and familiar with working in a small company or charity, understanding that capacity and resources are limited. As such, a 'can do' attitude and motivated approach is key.

There will often be multiple, sometimes conflicting priorities, so you will need to be well organised and with excellent communication skills.

You'll have an empathetic approach with an understanding of the challenges facing people that are homeless or rough sleeping. You will be able to record information on our database ensuring that records are kept up to date.

Aside from this, you will have the resilience to work with people who struggle to engage in services like ours and will think outside of the box to encourage engagement.

We would love it if you have experience of support work, and are able to identify key engagement strategies that are based in working in a trauma-informed way, but if you haven't done this before, and are willing to learn, we would still love to hear from you.

APPLY NOW

To apply for this role please complete an application form detailing why you will be an ideal fit for the role, how you meet the criteria and attach your CV.

Please only apply if you believe you will be excellent in the role - we want you to love doing your job because it suits you perfectly.

We can't wait to meet you!

Email: recruitment@smartcjs.org.uk

All SMART job offers are subject to the receipt of two satisfactory Employment References, an enhanced DBS Check and evidence of relevant Qualification.

