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# *JOB APPLICATION PACK*

Outreach Worker (RS002)

May 2024

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NEW  
HORIZON  
YOUTH  
CENTRE

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# New Horizon Youth Centre

Outreach Worker – RS002

Job Application Pack, May 2024



Dear applicant,

Life is not linear. Nobody knows that better than the young people who come to New Horizon Youth Centre. While the thousands of stories they tell us every year are as different as they can be, one thing unites them: their current experiences of homelessness do not define them or where they will end up. Indeed, as one of the young members of our Women's Space told us, sometimes you have got to go through the darkness to get to the light.

During the last few years COVID, cost-of-living and housing crises have created challenges for us all, but young people have felt it particularly acutely. Youth homelessness is currently at unprecedented levels. In 2023, over 20,000 young people in London approached their council because they were, or were about to be, homeless.

To meet these rising levels of need, we are expanding our staff team, services and partnerships. By joining us, you will be part of ensuring New Horizon consistently and powerfully does what it does best: championing young people, collaborating for impact and being determined to find a way to holistically support every young person that comes through our doors.

Whilst making sure that basic needs are met and young people are safe, housed and able to focus on their future, it is also critical that we guarantee that young people, especially those experiencing homelessness who have been systemically denied a voice, are present in the creation of systems that will change and impact their lives for the better.

We are not afraid of being bold and thinking big in response to today's challenges; it requires us to grow our staff team, our collaborations, our funding and our campaigning to end youth homelessness. Staff wellbeing is a crucial part to this journey, along with ensuring that young people are with us every step of the way.

We know that far too many young people find themselves unhoused, unsupported and unsafe. Now is the time to right this wrong and ensure that every young Londoners' potential has a home.

We hope that you'll join us.

A handwritten signature in blue ink, appearing to read 'P. Kerry', with a large, sweeping flourish at the end.

Phil Kerry, Chief Executive

## OUR STORY

London is a fantastic city to call home, but a central truth remains in the capital. Every year thousands of young people find themselves unhoused, unsupported and unsafe.

That's why New Horizon Youth Centre exists.

Founded in 1967 by Lord Longford to address the needs of young people who were homeless and misusing drugs in the West End of London, today New Horizon Youth Centre continues to be a vital support network for 16–24-year-olds with nowhere else to go.

Through the services we provide at our day centre, via outreach and remotely, our multidisciplinary team of over 60 staff support thousands of young people experiencing homelessness in London to find safety, improve their wellbeing, develop skills for life and ultimately find somewhere that they can call home.

“For as long as young people are homeless and unsafe in London, we will be on a mission to give their potential a home”

For more info about our impact, [please take a look at our latest impact report.](#)



## *COMMITMENT TO EQUITY, DIVERSITY & INCLUSION*

New Horizon Youth Centre is committed to recognising and valuing difference and ensuring fairness and equity; and recognising and seeking to redress inequity and disadvantage wherever possible. We have an ongoing action plan to improve our Equity, Diversity and Inclusion (EDI) practices, which every member of our organisation has a role in contributing to.

As a service provider to young people facing homelessness and who are unsafe, we aim to be an empowering, supportive employer and to offer as much flexibility as possible to help each individual realise their full potential as users of New Horizon Youth Centre and as employees. We believe that this approach is key and central to promoting and developing diversity.

We recognise that true diversity in our community and within the staff group also involves a willingness to act, where necessary, by combating the effects of existing barriers to fair and equal treatment. Within society certain groups are unfairly discriminated against – for example on the grounds of race, gender or gender identity, disability, sexuality, age and class – and are, as a result, disadvantaged in terms of their access to services and employment. We will, where appropriate and where possible, seek to positively redress the effects of this discrimination. Any action we take will be legally compliant and consistent with our approach of making young people and staff feel valued and respected.

We recognise that many people have suffered disadvantage and barriers to progress for all kinds of reasons related to them as an individual and not because of their personal characteristics such as homelessness, employment, economic or domestic circumstances, or involvement with the justice system. For this reason, our commitment to diversity includes being supportive, positive and open minded.

We encourage applications from all backgrounds in respect of ethnicity, disability, gender, sexuality, religion, and socio-economic backgrounds.

New Horizon Youth Centre is deeply committed to inclusive working practices, so during the application process we commit to:

- Reimbursing any childcare and other care costs whilst you are attending interviews.
- Reimbursing your travel costs to the office and back for interviews.
- Making any reasonable adjustments – for example ensuring we have a sign language interpreter organised in advance if you would like them.
- Offering a guaranteed first stage interview for disabled candidates who meet the minimum requirements for the role.

If there is anything else you are concerned about or think we could provide, please let us know.

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*OUR WORK IS GUIDED BY THREE VALUES:*

We champion young people



We collaborate for impact



We are determined to find a way



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**NEW  
HORIZON  
YOUTH  
CENTRE**

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## *STRATEGIC OBJECTIVES:*

Through 2022 – 2025 New Horizon Youth Centre will focus on:

### 1. Delivering high quality, trauma-informed services for any young person that needs our support

- Refocusing our services around four key outcomes areas (Housing, Safety, Life-skills, and Health) to help us specialise further and grow our impact.
- Redefining the welcomes into our services so that we can build trust and ensure young people get the support they want and move on.
- Creating a brand-new health offer and optimising the scale of our housing offer to address these continued areas of significant need.

### 2. Working with and through others to optimise our offer and maximise our impact.

- Continuing to invest in the London Youth Gateway youth homelessness partnership, scaling its reach and finding more ways to collaborate.
- Revitalising our centre as a hub that provides both drop-in and specialist services via our team and a network of committed partners that share our values.
- More deliberately sharing best practice with partners and statutory agencies so that more professionals are equipped with the skills and knowledge to help.

### 3. Saying what others won't say and do what other won't do to ensure that no single young person misses out, even the young people we will never meet.

- Prioritising services where needs exist without solutions, working with others to innovate and bring these issues to public attention.
- Redoubling our policy work and building our evidence to put 'grit in the system' and ensure that the issues affecting young people are understood and acted upon.
- Working with young people to reframe the narrative around youth homelessness, ensuring that they have the right platform to campaign for change.

And importantly will continue to focus on:

### 4. Sustaining a well-run organisation that invests in staff and celebrates the diversity that makes us a success

- Making good on our commitment to be anti-racist, embedding diversity across our work and practice.
- Renewing our staff care and investing in our technology and facilities so that the team have the practical and emotional support they need to thrive.
- Setting ambitious goals for our fundraising so that we have the resources and financial security to be ruthless in the pursuit of our mission.

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*"New Horizon.  
It might not be your home.  
They might not be your parents.  
They might not be your family.  
But they want you to win in this  
world."*

*Najma, 21*



## NEW HORIZON YOUTH CENTRE

## *JOB DESCRIPTION – OUTREACH WORKER*

Reporting to: Head of Services and Services Manager (Outreach)

Aside from the 50+ young people we see every day out our centre, New Horizon's Outreach service also works with young people on the streets and in the community. The team works pan London to deliver a youth-specific outreach service to young people currently or at risk of rough sleeping. We use our extensive housing expertise to place those young people into accommodation that is appropriate and safe whilst encouraging them to access the day centre to benefit from the wide range of services we offer.

### JOB OBJECTIVES

The key objectives of the post are:

- To contribute to the delivery of the NHYC street outreach service, delivering a holistic service to young people who are street homeless, enabling them to move on to independence.
- To build and maintain a network of external partnerships with services supporting those impacted by rough sleeping.
- To enable a psychological, trauma informed practice-based service delivery to young people.

### MAIN TASKS AND RESPONSIBILITIES

#### 1. Young People Services

Providing comprehensive support to young people sleeping rough in order to help them move forward in their lives. This will include:

- 1.1. Working within the Rough Sleeping team to ensure young people receive a high-quality service from the point of registration to move-on.
- 1.2. Carrying out at least two street-based outreach shifts each week (early morning and late evening required).
- 1.3. Carrying out housing assessments with young people and referring them into appropriate accommodation.
- 1.4. Managing a transitional case load of young people and helping them move forward and access appropriate services.
- 1.5. Working with the Rough Sleeping team and other external teams such as commissioned street outreach services, mental health, and substance misuse services to enable young people to develop skills for independent living as well as enabling young people to develop coping mechanisms to enable a change of lifestyle.

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- 1.6. Establishing, developing, and delivering innovative programmes of activities that respond to clients' changing needs, to keep them safer and enable them to move on independently.
- 1.7. Providing expert coaching and guidance to clients and monitoring and evaluating their progress.
- 1.8. Continued use of feedback and showing a commitment to a service that is sensitive and responsive to clients' needs, involving:
  - Completing Registrations, Assessments and Action Plans.
  - Ensuring that all relevant work is recorded on the New Horizon database system and Chain database and that this information is evaluated.
  - Ensuring risk management and assessment procedures are followed.
  - Delivering advocacy and referrals to appropriate services, including making internal referrals
- 1.9. Contributing to the management and development of the Rough Sleeping Team and running of the drop-in centre, including daily briefing and debriefing and ensuring that Health and Safety issues are addressed at all times, attending Reflective Practice and team meetings.
- 1.10. Taking a hands-on approach to dealing with complex cases.
- 1.11. Participating in the training and supervision of volunteers, students and locum workers and actively promoting a learning and development environment.

## 2. Networking and Liaison

To proactively liaise, communicate and negotiate with internal specialists and external agencies in order to maximise client support services, resources, and funding. This will include:

- 2.1. Developing and maintaining relationships with external who might offer resources, funding, or individual services relevant to client needs e.g., Local Authorities, Social Services, Community Psychiatric Services, Benefits Agencies and other external services, drugs and alcohol support and other voluntary agencies.
- 2.2. Promoting and representing New Horizon Youth Centre at relevant forums and meetings.

## 3. Information Management

To produce and maintain accurate and useful information in a range of formats in order to promote effective service delivery and evaluation. This will include:

- 3.1. Recording all contacts with clients appropriately and maintaining all relevant files and recording systems.
- 3.2. Producing written reports in a variety of formats to meet the requirements of team managers, service providers and funders.

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3.3. Inputting and extracting information from client monitoring systems, and other accounting and database systems. Utilising word processing software for the production of reports.

3.4. Being self-servicing in day-to-day administration and following team and New Horizon's administrative procedures.

3.5. Preparing and delivering presentations for internal and external audiences.

## 4. Reviewing Personal Performance and Development Needs

To be proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement. This will include:

4.1. Continuously reviewing own working practices in line with client feedback and current best practice.

4.2. Reviewing and evaluating own performance to identify strengths and areas for development.

4.3. Undertaking development and training opportunities and being responsible for obtaining maximum benefit through review, reflection, and practice.

## 5. Other

To contribute positively and constructively to the development of the team, the service, and the Centre. This will include:

5.1. Covering for other members of the team, as necessary.

5.2. Following New Horizon's policies, procedures, and performance expectations in all functions of the post.

5.3. Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by the Services Managers, Head of Services, Director of Operations or CEO.

## *PERSON SPECIFICATION*

We are looking for an individual who can demonstrate the following competencies and want to use these to the full in their work.

*E: Essential D: Desirable*

### QUALIFICATIONS, EXPERIENCE AND TRACK RECORD

1. Ability to work effectively with homeless young people to identify personal goals and support mechanisms needed for change. (E)
2. The skills, ability and confidence to carry out street outreach shifts twice weekly, including late evenings and early morning shifts across London. (E)
3. Experience of creating and delivering work both 1-1 and in groups which meet the needs of young people. (E)
4. Knowledge of the CHAIN database and street-based outreach services. (D)
5. Knowledge of housing options for young people sleeping rough (D)
6. Understanding of the developmental stages for young people and children that are relevant for working with 16-24-year-olds (D)
7. Experience of working 1-1 with children and young people. (D)
8. Ability to create and maintain external partnerships to support organisational aims and objectives including representation of the organisation at external meetings and events (D)
9. Experience of using IT systems (including knowledge of databases) to support the achievement of personal and collective work goals (E)
10. The ability to multitask in a pressured environment (E)
11. Ability to build and maintain effective working relationships with a diverse range of internal stakeholders and external agencies. (E)
12. Understanding and working experience of safeguarding for children and young people (E)

### SPECIAL KNOWLEDGE AND JOB REQUIREMENTS

13. Ability to maintain enthusiasm for a high level of contact with young people on a day-to-day basis and a genuine interest, passion and commitment to help young people to access opportunities leading to independence (E)
14. Ability to hold and manage a transitional case load of sometimes high-risk young

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people, supporting them into accommodation outcomes and linking them in with specialist support services. (E)

15. Understanding of the kinds of challenging behaviour that clients might demonstrate and ability to deliver strategies for dealing with such behaviour and working within set boundaries that enable the client to move on with their lives (E)
16. Flexibility around additional outreach sessions as and when needed (E)
17. Thorough and up-to-date working knowledge of:
  - Local and National Government policies and procedures in relation to the client group (D)
  - Relevant organisations and their role/responsibilities in providing support to vulnerable young people (D)
18. Knowledge of working to performance indicators, including monitoring and reporting on service outputs/outcomes, client tracking, analysing performance information, and identifying corrective action (D)
19. A high level of knowledge of health and safety issues in a working environment with particular attention to the context of street-based outreach. (E)
20. Experience and knowledge around safeguarding policy and procedures for children and young people (E)
21. A working knowledge of and commitment to Equity, Diversity and Inclusion as it applies to a supportive service and in the workplace (E)

## ADDITIONAL JOB REQUIREMENTS

22. Willingness and ability to work outside of normal office hours, AM outreach shifts can start at 6am and evening shifts can finish at midnight (within New Horizon's flexible working hour's arrangements) and over the Christmas period (E)
23. Willingness to work flexibly in response to changing organisational requirements (E)
24. Willingness to travel across London for street outreach shifts and partnership building. (E)

## *ADDITIONAL INFORMATION*

### Contract

The contract is ongoing, subject to successful completion of a probationary period.

### Location

The post is based at: New Horizon Youth Centre, 68 Chalton Street, London, NW1 1JR. Some travel across London may be required.

### Hours of work

The role is full-time (35 hours per week), Monday-Friday. This includes shifts outside of 9:30-5:00. Some work over the Christmas period will be required.

### Salary

The starting salary for the role is £31,200.00 (pro rata). The salary scale is: AP26 (£31,200.00) to AP30 (£34,736.00). New Horizon Youth Centre contributes up to 6% to a group personal pension scheme.

### Other benefits:

- 30 days annual leave per year (pro rata), plus bank holidays and some additional time off over Christmas
- Employer contribution of 6% to a group personal pension scheme
- Enhanced Employee Assistance Programme, including 24-hour helpline, access to counselling, contributions towards medical expenses, discounted gym memberships, high street vouchers and more
- Clinical Supervision and Reflective Practice
- Staff Loan Policy, including Cycle to Work scheme
- Generous Training budget and a Diversity Leadership Programme
- Regular Staff Away Days and teambuilding activities

## *TIMESCALES AND HOW TO APPLY*

The timescales for recruitment are as follows:

|   |   |
|---|---|
| Closing date and time for applications  | 10am on Friday 31 <sup>st</sup> May     |
| Shortlisted candidates will be informed | 4 <sup>th</sup> June                    |
| Interviews                              | Monday 10 <sup>th</sup> June, in person |

If you wish to apply for this position, please supply the following in a word document format.

1. A detailed CV setting out your career history, education or qualifications, and other key responsibilities or achievements.
2. A supporting statement (up to 2 sides of A4) highlighting your suitability for the role and how you meet the criteria listed on the Person Specification. Please address the points in Person Specification only. Please note that the supporting statement is an important part of your application and will be assessed as part of your full application.
3. Completed Additional Details Form – [Please find here](#) or on the job advert on our website. Your data will be stored separately from your application and will at no time be connected to you or your application by the shortlisting panel.

All documents should be emailed to [recruitment@nhyouthcentre.org.uk](mailto:recruitment@nhyouthcentre.org.uk), making sure to put the job reference: RS002

If you would like to apply for more than one role, please make your preferred area(s) of work clear in your supporting statement.

Please ensure all application documents are provided in a word document format. This is to allow for the recruitment team to anonymise documents before sending to the shortlisting panel.

We do not consider incomplete applications.

You will be notified if you have not been shortlisted. However, we are unfortunately unable to provide each individual application with feedback.

If you have any questions or would like to arrange a call to discuss the role, please feel free to email us at the email address listed above or call 0207 388 5560.

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*Giving potential a  
home since 1967*

*nhyouthcentre.org.uk  
@nhyouthcentre*

*Charity number: 276943  
Company number: 01393561*

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