



Everyone deserves a safe place to call home.

Company Limited by Guarantee number 1741926
Charity Number 287779
Registered in England as Single Homeless Project



Single
Homeless
Project

Job title: Senior Outreach Support Worker

Delegated Authority: Level 7

Team: Redbridge Outreach Team

Responsible to: Team Manager

Responsible for: Trainee Outreach workers, Volunteers, and Student Social worker

Job purpose

As an outreach worker, your primary responsibility is to engage with individuals experiencing homelessness and provide them with support and assistance. Working within SHP's policy and procedural framework, you'll support the coordination and delivery of a street-based outreach service in Redbridge, identifying and verifying rough sleepers. You'll actively assist rough sleepers in accessing crucial support services and accommodation, tailoring interventions to their individual needs.

You actively will provide personalised and intensive support to those experiencing homelessness through assertive outreach techniques. This involves building trust with clients and maintaining consistent interventions to address their complex challenges. You'll be on the front lines, engaging with vulnerable people facing multiple disadvantages, including substance use, mental health issues, and experiences of domestic violence or abuse.

In addition to providing direct support, your role as an outreach worker includes fostering partnerships with existing support provisions in the community. You'll collaborate with various agencies and organisations to identify positive actions and ensure effective multi-agency working.

Key Accountabilities

Day to day Shift Delivery

- To plan and organise street outreach shifts, based on referrals and mapping information received, to identify and verify rough sleepers in Redbridge.
- To support rough sleepers by ensuring that referrals are made to relevant services and accommodation through the Redbridge Pathway, in line with local objectives and targets.
- To plan and organise annual street counts, conduct local mapping of hotspot areas, and compile data on the rough sleeper population.

Hours and shift patterns

- Work flexibly to meet the needs of the service, and to ensure that referrals are responded to within 48 hours.
- Work flexibly via a combination of early (approx. 0600- 1400) and night (approx. 2200 – 0300) shifts. The successful candidate will be responsible for organising their shift schedule and will vary their shift pattern based on the specific needs of new referrals and in line with the needs of the service.
- Plan shifts to enable attendance at planned meetings (with advance notice), and liaison with support agencies.

Support

- To be responsible for delivering initial street-based assessments to new rough sleepers and follow-up casework to existing rough sleepers.
- To support clients to access accommodation, health services, day centres, housing advice services, and all other relevant support.
- To work alongside the Team manager to lead on any crisis intervention work for complex cases.

Partnership Working

- To develop partnership working with a range of local and regional organisations, including but not limited to: the London Borough of Redbridge, Street Link, No Second Night Out, Thames Reach, CHAIN, Street Pastors, Metropolitan Police, the NHS, the Home Office, Routes Home, park rangers, cold weather shelters and Severe Weather provisions, day centres, and support agencies such as drug and alcohol services, mental health services and the DWP.
- To contribute to service development in line with local and government strategies, such as No Second Night Out.
- To work with partners on outreach-focused initiatives such as local cold weather shelters and provisions, and annual street counts.
- To work with agencies to support voluntary return where this is the most appropriate Single Service Offer, and Immigration Enforcement where needed.

Financial/Budgeting Support

- With the overview of the Service Manager, to monitor the service's expenditure and oversee volunteer expenses and locum staff time sheets, within SHP policies and reporting procedures.

Health and Safety

- To be aware of and comply with SHP policies and procedures to ensure the safety of self, volunteers, colleagues, clients, and members of the public always.
- To adhere to SHP's lone working policy & procedure, and to ensure that volunteers and locum staff are fully aware of these policies.

Teamwork and Leadership

- To take active responsibility for developing own skills and knowledge, to meet varying demands of the service and new client groups.

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- To develop volunteers and locum staff by enabling them to access training courses and via direct tutelage both on-street and in office.

Information Security & Data

- Comply with organisational requirements to protect personal and confidential information, supporting the management of information security risks.
- Adhere to data quality guidelines and client record requirements.

General/Other

- Proactively review and evaluate own performance, identifying and acting upon areas for improvement and development.
- Undertake any other duties compatible with the level and nature of the post as required by more senior members of staff.
- Demonstrate an understanding of and commitment to diversity & equality.
- Be flexible in response to changing organisational requirements.

Technical and professional know-how needed for position



Experience and Knowledge

- Demonstrated understanding of quality, customer-focused service principles, and proven ability to empower service users.
- Knowledge of immigration and benefit entitlement issues, including both EEA and non-EEA clients.
- Awareness of London-based and national agencies, rough sleeper initiatives, and single service offer approach.

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- Understanding of barriers faced by rough sleepers and available support services.
 - Understanding of planned support principles and working with vulnerable people.
 - Self-motivation, ability to work under pressure, and effective schedule management.

Skills and Abilities

- Proven ability to dynamically risk-assess situations.
- An ability to be self-servicing in the use of IT applications and produce reports.
- An ability to work in a multiagency framework and coordinate the response of partner agencies
- Willingness to work flexibly including early mornings and late evenings to better identify and engage individuals rough sleeping.