



## **JOB DESCRIPTION Outreach worker**

**Reporting to** Outreach team leader

**Salary** £28,665

**Location** Kingston upon Thames

**Hours** Full time, 37.5hrs, Monday - Friday

## **UK Driving Licence essential**

This role will require the person to work early mornings and late nights in order to conduct outreach shifts

## **ABOUT US**

We are SPEAR, a charity dedicated to helping homeless people across five South West London boroughs to find secure accommodation and work towards a positive future. For almost 35 years, we've worked tirelessly to support homeless people to recover from their personal issues and break down the barriers that they face. We recognise that homelessness is much more than just a housing issue, so we provide a range of accommodation and support services to help people reach their full potential.

## **PURPOSE OF JOB**

The purpose of the Outreach Worker role is to deliver an effective service to single people who are currently rough sleeping. This post will actively support clients, providing a continued and consistent point of contact whilst assisting him/her in navigating the various change pathways available to them. The role focuses on sourcing accommodation pathways, and referrals into various support services that clients may be facing. It is the beginning of assisting clients on their journey from homelessness to independence.

## **DUTIES**

- To be responsible and accountable for the effective delivery of high-quality outreach services for rough sleepers, in line with SPEAR's policies and procedures.
- Provide an effective needs-led service for client's engagement with SPEAR, to effect sustainable, long term change.
- Conduct regular outreach shifts, in order to identify and contact rough sleepers, carrying out verifications and obtaining information to support their move on.
- Work with allocated clients to assess their needs, refer to appropriate support services, and secure appropriate accommodation
- To be responsible and accountable for the effective utilisation of a range of accommodation options and accessible services, working within the services' financial resources

- Assist clients with finances, including benefit claims and debt issues, liaising with appropriate agencies.
- Maintain a working knowledge of available resources for clients, especially accommodation providers, to ensure the greatest choice of suitable referral agencies for service users.
- To be responsible and accountable for ensuring provision of advice, support, crisis intervention, and future planning, appropriate to the express needs of service users.

## **KNOWLEDGE, SKILLS & RESPONSIBILITIES**

- Experience of working within the homelessness or social care sector.
- Have a creative, solution-focused approach to overcoming challenges.
- Knowledge of GDPR and data management.
- Knowledge of current drug and alcohol provision and relevant services, pathways and conditions.
- Emotional resilience to deal with challenging behaviour and to facilitate ongoing constructive engagement.
- Solid IT skills with the ability to record sound and accurate records in a timely fashion on IT applications such as CHAIN and Inform.
- A commitment to learning and continuous improvement
- Experience of support planning and risk assessing clients with complex needs, including safeguarding knowledge
- Develop positive and professional working relationships with clients, in order to facilitate the best possible outcomes, and to address issues of social isolation and exclusion
- Experience of conducting client assessments and interviews and outcome monitoring.

## **VALUES**

### **Working together**

We work alongside service users, partners, staff and volunteers to provide services that meet the needs of the people we help. Together we overcome challenges.

### **Aspirational**

We aim high, aspiring to achieve the very best outcomes for our clients. We see potential in everyone and encourage our staff and clients to achieve their own goals, dreams and ambitions. We aspire to the highest standards of professionalism.

### **Respectful**

We respect everyone, regardless of their background or circumstances. We view everyone as an individual with their own personal journey. We always listen to and value people's views.

### **Determined**

We work tirelessly to support people experiencing homelessness to recover from their personal issues. We break down the barriers people experiencing homelessness face.

### **Visionary**

We try new and innovative ways to provide long-term solutions and reduce the isolation of homelessness. We are always willing to take a new approach, learning from what works (and what doesn't) and use this to guide our work.

**At SPEAR, we welcome and encourage applications from everyone, regardless of age, disability, gender, ethnicity, religion and sexual orientation. We are facing diverse problems, so need diverse people to tackle them.**