



Job Title	Outreach Worker (CBC Rough Sleeper) x2
Department	Welfare Services
Salary	Between £23,500 -£26,500 per annum (depending on experience) plus monthly car allowance mileage
Reporting to	Welfare Team Leader (CBC Rough Sleeper Outreach)
Hours	37.5 hours Mixed schedule involving early morning starts Monday and Wednesday 8.30-4.30 Tuesday and Thursday 6.00-14.00 Friday 5.00 -13.00 Bank holidays may be worked on a rota basis for which time in lieu may be taken
Annual Leave	25 days plus bank holidays, after 2 years rising annually by 1 day to a maximum of 30 days
Location	Based across Central Bedfordshire including Leighton Buzzard, Dunstable and Biggleswade
Probationary Period	Nine months
Conditions of employment	As contained in staff contract and NOAH Enterprise's Statement of Terms and Conditions of Employment and Staff Handbook.
Main role and purpose of position	<p>This is an exciting and challenging opportunity to make a difference in the lives of those who are among the poorest in our community.</p> <p>Your remit is to ensure that people rough sleeping are offered prompt and effective support to move away from life on the streets. You will be committed, compassionate, caring and be empathetic to the needs of those among the most deprived.</p> <p>You will help people who may be chaotic and mistrusting, they may have mental health and addiction issues but need your help and support. The post is based in Central Bedfordshire and you will be required to travel extensively throughout the borough daily, therefore having your own transport is essential.</p> <p>Throughout your week you will have considerable autonomy and significant periods of time lone working enabling you to make a personal difference to people's lives. You will have excellent time-management, prioritisation, organisational, inter-personal, and administrative skills.</p> <p>You will be competent in IT and communication, have the ability to build relationships with people from varied backgrounds and a commitment to connect with those that others have given up on. You will be persistent and undaunted in the face of seeming adversity.</p>
Main duties and responsibilities	<ul style="list-style-type: none">• Deliver the outcomes specified in the outreach contract i.e.<ol style="list-style-type: none">a. Reducing the flow of new rough sleepers to the street through targeted prevention activity



	<p>b. Ensuring that people have a safe place to stay until an onward referral is made</p> <p>c. Helping rough sleepers into independence through crisis interventions, support to access services and to sustain accommodation</p> <ul style="list-style-type: none">• Visit the localities that people have rough slept in the past at the frequency and times prescribed in visiting schedules;• Respond quickly to new referrals and rough sleeper sightings. Manage a caseload of up to 20 clients ensuring weekly contact;• Discuss with them the issues affecting their daily lives;• Act as a front-line worker by completing risk assessments, support plans, need uptake reviews and outcome stars as needed. Exploring the provision of services with the aim of enabling them to reach an optimal level of health and quality of life;• Signposting people into services that will support social, economic, health, and personal needs.• Liaise with statutory authorities on behalf of clients regarding housing, benefits and health issues as their 'single trusted adult'. Accompany them to meetings as required to remove any barriers to engagement and actively prevent drop out by flexible, creative and personalised key working;• Liaise with the regional multi-agency case conference groups and other statutory agencies tackling anti-social behaviour to identify and engage with rough sleepers helping them move towards independent living.• Encourage all clients to actively play a growing part in their recovery from homelessness by sharing tasks and preventing dependencies from developing. Work towards appropriate discharge from the service and onward referrals where needed;• Host drop-in clinics at rough sleeper advice hubs in locations across CBC;• Submit written reports and case studies as required;• Maintain comprehensive client files for all individuals on the NOAH Database including Support Plans, Needs and Risk Assessments, Client Questionnaires and all Client contact;• Maintain an up to date online outlook calendar to ensure safe and effective lone working and comprehensive daily scheduling.
General	<ul style="list-style-type: none">• Take a responsible approach to your personal development – manage and update own skills base to ensure quality service delivery and engage fully with all training offered• Take a flexible approach to working hours (within scope of the agreed working week), with ability to work evenings or weekends on occasion• Regular travel will be required across Bedfordshire, Buckinghamshire, and Hertfordshire, and potentially across the UK. This will include meetings, seminars, and training sessions both on and off NOAH Enterprise premises.• The post holder may from time to time be asked to undertake other duties as specified by the line manager. Permanent changes to the job description will only be made in negotiation with the post holder



NOAH policies and equal opportunities	All duties to be carried out in accordance with the policies and procedures of NOAH Enterprise, including the Equal Opportunities policy
Values and ethos	<p>NOAH is a charity that helps people experiencing homelessness, extreme poverty, and other disadvantages to make positive changes in their lives.</p> <p>We do this by providing care and advice services, training and wellbeing workshops, and opportunities for employment.</p> <p>We are driven by our values of Care, Compassion, and Commitment, which have their roots in the teachings of Saint Vincent de Paul, whose life was the inspiration behind the founding of NOAH.</p>

NOAH is committed to safeguarding and ensuring the welfare of children, young people and vulnerable adults and expects all employees and volunteers to share this commitment.

The suitability of all prospective employees or volunteers will be assessed during the recruitment process in line with this commitment and our Safeguarding Policy and Procedure.