



Waythrough

Job Description

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| Job Title: | Outreach Worker |
| Job Grade: | A3 |
| Reports to: | Team Manager/ Service Manager |
| Direct reports: | N/A |
| Clearance required: | Enhanced DBS |
| Key stakeholders: | Service users, Service Manager, parents/ carers of service users, external relevant organisations. |

Workplace values

Waythrough launched in October 2024 following the merger of Humankind and Richmond Fellowship. Our vision is to break down the barriers that stop people getting the support they need to live a life they value. We tackle poverty and disadvantage in communities, through mental health, drug and alcohol, housing and related support.

We have almost 200 services around England – and nearly 3,500 amazing staff and volunteers who run them. Every year our services support around 125,000 people.

Bringing together two big organisations is not a small task and it'll take a while to fully integrate our systems, processes and approaches. That's why you will notice the jobs here are still branded 'Humankind'. Next year we'll be fully integrating our recruitment systems but for now they are separate.

Job Purpose

Working as part of a wider team to provide housing support & street outreach services, with the aim to accommodate those who are rough sleeping and support those who are vulnerably housed. To deliver a support package to help clients to live independently and progress towards sustained housing recovery.



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Key accountabilities:

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| 1. | Support the Project Manager and work with other team members in delivering a high-quality person-centred services. |
| 2. | Specialising in delivery of outreach services for adults who are currently sleeping rough, or at risk of doing so. |
| 3. | Support clients with obtaining suitable accommodation and support tenancy sustainment. |
| 4. | Undertake outreach sessions, including referral agencies and other stakeholders to publicise the service, receive referrals and give signposting advice. To attend any relevant multiagency meetings as required. |
| 5. | Undertake regular needs assessments and develop comprehensive support / risk plans to identify how individual service user needs will be met in order to help each service user live independently within the community and achieve sustained outcomes. |
| 6. | Support Service Users to live independently within the community and achieve sustained recovery by supporting Service Users to achieve economic wellbeing, participate in education, training or other learning activities, develop or sustain a healthy and safe lifestyle and make a positive contribution to society. |



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| 7. | To record case notes, input information onto the database promptly and maintain any other relevant Management Information Systems as required in order to ensure effective case management and assist monitoring and evaluation of service delivery. |
| 8. | To liaise with statutory and other appropriate agencies / network/ forums to contribute to the development of a comprehensive needs and risk assessment for each client and general service provision. |
| 9. | Ensure that vulnerable people are protected through knowledge and application of Adult and Child Safeguarding Procedures. |

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| 10. | To work as part of a team providing cross provision/ service support where reasonable, attending regular team meetings. |
| 11. | Undertake continuing professional development including participating in performance reviews and attending training as/when required . |
| 12. | Work in accordance with all relevant legislation, policies & procedures and guidelines – both internal and external. This includes Humankind’s clinical governance framework . |
| 13. | Keep abreast of policy and professional development within your area of professional expertise. |



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| 14. | To promote, adhere to and live our workplace values of being honest, committed and inventive. |
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This Job Description is not definitive and outlines key accountabilities – colleagues are expected to be flexible regarding their accountabilities and will from time to time be asked to carry out other duties to ensure achievement of company goals.



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Person Specification

| Technical/ Professional Qualifications | Essential or Desirable |
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| NVQ Level 3 in Health & Social Care (or equivalent relevant subject) | D |
| Good basic education: Maths and English GCSE grades 1-5 (or equivalent) | E |
| Skills | Essential or Desirable |
| Proficient in Microsoft Office programmes | E |
| Knowledge/ Previous Experience | Essential or Desirable |
| Proven experience of being able to engage service users. | E |
| An understanding of issues that service users face in their everyday lives. | E |
| Ability to maintain and work within professional boundaries. | E |



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| Knowledge of completing service user assessments including comprehensive and risk assessments. | E |
| Knowledge of safeguarding adult and child protection policies. | E |
| Experience of supporting vulnerable people. | D |
| Experience of using/inputting on to various Management Information Systems. | D |
| Able to present and interpret data to ensure that service KPI's are met. | D |

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Person Specification

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| Experience of managing clients in crisis or challenging behaviour. | D |
| Committed to the principles of equal opportunities and anti-discriminatory practice. | D |
| Competencies | |
| Lead and Inspire | Defines the future direction of Humankind through identifying current and future challenges and longer-term opportunities. |
| Create and Innovate | Takes a solutions-focused approach to the challenges we face as an organisation. Looks at new ways of working and responding innovatively with new ideas or developing current approaches to meet organisational needs. |



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| Developing Our Talent | Creates a positive and supportive environment in which individuals can grow and develop enabling them to realise their full potential. |
| Impactful Communication | Shares information and presents ideas or themes clearly and convincingly so that others see us as open, transparent and credible, and want to engage with us. |
| Delivering Results and Achieving Greatness | Focuses on our individual drive and personal focus to succeed in delivering against our key business objectives and targets. |
| Service Excellence | Continues to build on Humankind's reputation within the industry, becoming a "provider of choice" recognised by external bodies as meeting the diverse needs of our customers and delivering the highest standards of service delivery. |
| Working Together | Defines how we work with each other and our customers, partners, commissioners and stakeholders. |
| Safeguarding training required on start (not to be measured in the R&S process) | |