

JOB PROFILE		
Job title	Service / area	Line Manager
Outreach Worker	Southampton	Service Leader
JOB PURPOSE <p>To lead on the case management of clients and be part of a team that supports them in keeping them safe and helping them achieve their goals.</p> <p>To provide people with homes and specialist support so they feel more valued and secure, and ready to take the next steps.</p>		
MAIN RESPONSIBILITIES <ul style="list-style-type: none"> • To assess the needs of each client, helping to develop their individual support plan to achieve their goals • To produce and regularly review comprehensive client-based risk assessments, often supporting women with substance misuse needs • To manage a caseload of clients on a one-to-one basis, providing personalised, intensive support via assertive outreach to female sex workers in the city, maintaining consistent and supportive interventions • To engage and support female clients on the streets working alongside homeless health care and the street homeless prevention team • To provide information, advice and support on sexual health and BBV testing and advocating for your female clients • To accompany and support female clients to interviews and appointments • To support with practical skills development in areas such as managing a universal credit claim, shopping, probation, and health appointments • To support to maintain environment to avoid eviction if accommodated • To engage with local authorities, health providers and other agencies, creating and maintaining constructive working relationships to ensure the safety of female clients and maximise the opportunities available • To attend community meetings and presentations with managers to support additional funding for the role alongside • To support female clients in trauma informed and psychologically informed ways • To adhere to safeguarding responsibilities, following our safeguarding policy and procedure • To help maintain health and safety, ensuring female clients, visitors and buildings are safe in accordance with Health and Safety regulations, policy and procedures • To provide basic first aid assistance until help arrives (full training is provided) • To work confidently and efficiently when lone working • To maintain accurate records on our client management system and ensure these are stored in line with GDPR • To maintain confidentiality 		

- To represent the organisation in a professional manner
- To carry out any other reasonable duties required in the interest of the organisation

ROLE REQUIREMENTS

- This role requires an Enhanced with Barred List(s) disclosure and barring service check is a requirement for this role. This would be completed on appointment of the role
- This role requires a full drivers' licence and access to a vehicle
- This role will require you to work flexibly across several sites
- This role will require you to work with clients on a one-to-one basis
- This role will require you to lone work

EXPERIENCE, QUALIFICATIONS/TRAINING, KNOWLEDGE, AND SKILLS

ESSENTIAL CRITERIA

- Strong communication skills, both verbal and written
- Clear verbal and written English
- Good keyboard skills for data inputting
- Good working knowledge of Microsoft Outlook, Excel and Word
- Confident and assertive manner
- Ability to self-motivate as you will work on your own
- Effective team working
- Ability to respond calmly to crisis
- Deal promptly with and effectively react to challenging situations
- Have an interest and genuine concern for homelessness and related issues

DESIRABLE CRITERIA

- Experience of managing a caseload of clients
- Knowledge and experience in working with vulnerable Women who sex work and have complex needs
- Previous experience in domestic Abuse, IDVA or ISVA or modern slavery
- Understanding of the complex support needs of people experiencing homelessness or those with complex needs
- Knowledge of voluntary and statutory agencies, housing regulations and the benefits system
- Understanding of risk assessment and person-centred, outcomes-based delivery

SUMMARY OF TERMS AND CONDITIONS OF EMPLOYMENT	
Payment:	Paid on or around 25th of each month directly into your bank account
Pension:	Contributory pension with the Social Housing Pension Scheme
Annual leave:	25 days increasing by one day per year to a maximum of 30 days, pro rata for part time. Bank holidays are in addition to this
Probationary period:	Six months for new employees
Notice period:	Four weeks
Travel:	Business mileage paid (HMRC rate)