



POST: Outreach worker

SALARY: £27,625 per annum plus 5% Employer pension
contribution

REPORTS TO: Outreach Manager - Outreach and Support

MAIN PURPOSE OF JOB

To provide outreach support and advocacy to vulnerable women

We are looking for a person with the below attributes;

- Resilience
- Flexibility
- Patient disposition
- Empathetic
- Experience of working with vulnerable people
- A good team player
- Good communication skills
- Bilingual
- Eager to progress, adapt and learn
- Has problem solving skills and is resourceful
- Organised
- Non judgemental
- Understanding of a trauma informed approach
- Positive attitude

Rewards in this role and benefits

- Positive outcomes for women you support
- Acknowledgment of work achieved/support offered within a supportive organisation
- Learning/new experiences
- Training offered both internally and externally
- Good working environment
- Supportive team environment
- Work for an inclusive organisation
- Personal wellbeing – regular supervision provided via 1.1 and group settings

MAIN DUTIES AND RESPONSIBILITIES

Outreach and Casework

1. Undertake a variety of (early morning/day/evening/night) outreach shifts according to the rota. (Occasional weekend safeguarding patrols with the police or local authority) interview
2. Outreach shifts with other partners not necessary your own team
3. Perform initial and regular follow-up needs assessments with women we meet and are supporting on/ off streets
4. Undertake regular support planning with women
5. Provide support to women at their own pace rather than that of a service not outcome focused
6. Provide practical assistance to support women achieve targets on their support plans
7. Offer emotional support by building relationships of trust
8. Accompany women to appointments/other engagements to offer support
9. Advocate on behalf of women who use our services and need support in accessing other supporting services
10. Regular contact with women who are in prison, hospital etc.
11. Reporting risks, safeguarding alerts
12. Keeping/maintaining Updated records of work and client work

Crisis Management

13. Assessing and prioritising a women's needs in crisis and those around her.
14. Appropriate response in dealing with the crisis
15. Respond as appropriate to her needs and safety

Health & Safety

16. Work with the team and manager to ensure that outreach shifts are undertaken according to policy and procedures
17. Ensure risks are well managed and that all volunteers and staff are operating safely at all times
18. Reporting risks to the relevant person in charge
19. Undertake risk assessments & risk management for individual women
20. Undertake risk assessments & risk management for activities, outings etc.
21. Manage conflict, health and other emergency situations
22. Maintain building security & safety (including undertaking lock-up)
23. Be aware of and adhere to safety and emergency procedures

Team working

24. Attend staff meetings, daily briefings & debriefing, weekly handovers as necessary
25. Reporting risks to all teams
26. Carry out joint work with other staff members and services
27. Liaising effectively with the advocacy and support team and other workers to meet women's needs
28. Liaise with volunteers
29. Participate in supervisions & appraisals

Information management

30. Record attendance, case notes, incidents, risk assessments, support plans on database
31. Record all information in an adequate time frame
32. Be aware of and adhere to confidentiality policies and procedures

33. Undertake training and use own initiative to increase knowledge and understanding and stay up to date with changing legislation, best practice etc

Partnerships

34. Joint shifts with other partners to offer the best support to meet the client's needs
35. Liaise with other agencies to ensure the women who use our services receive support they need
36. Joint working to offer a holistic care plan to support women we work with effectively
37. Maintain awareness of other support available to women
38. Maintain good relationships with other agencies

Other duties

39. The post holder may be required to perform other duties commensurate with their role and abilities, as reasonably required, to facilitate the smooth running of the charity, outside of your normal duties.

Other information

w@w is a dynamic charity, therefore changes in the core duties and responsibilities of the role may evolve as the organisation develops. These guidelines are not a term or condition of contract.

Each post holder is expected to contribute to their own professional development which includes regular supervision, self appraisal and participation in training and development opportunities.

We expect all staff to abide by w@w's equal opportunities policy and to share our organisational values and behave in a way that reflects these.

THIS POST IS EXEMPT UNDER SECTION 7(ii) (d) OF THE SEX DISCRIMINATION ACT 1975. APPLICATION OPEN TO WOMEN ONLY.

PERSON SPECIFICATION

Experience

- A. Experience of working with vulnerable and socially excluded women, particularly those involved in the aspects of pavement culture (sexual exploitation, prostitution, homelessness, drugs, alcohol, violence, mental and physical ill-health, etc)
- B. Experience of managing a caseload, needs assessment, planned support, key working, goal setting and advocacy with women who are experiencing chaotic lifestyles
- C. Experience of working under pressure, managing time effectively and prioritising different areas of work according to need
- D. Experience of responding to and managing complex and difficult situations in relation to vulnerable client group(s) including crises, violence and aggression
- E. Experience of networking and effectively liaising with specialist service providers or agencies in order to establish and/or improve access to services for clients
- F. Experience of challenging appropriately and maintaining clear and appropriate boundaries

Skills & Abilities

- G. Excellent communication skills
- H. Good written and oral skills.
- I. A good level of IT, numeracy and literacy skills
- J. General understanding of case management systems
- K. Good analytical, problem-solving and organisation skills
- L. The ability to independently research, keep up-to-date with new legislations and policies.

Knowledge & Understanding

- M. An understanding of housing, homelessness, immigration, welfare benefits, prostitution, anti-social behaviour and mental health legislation and how they affect vulnerable women
- N. Understanding of diversity and engaging with clients from across all backgrounds
- O. Knowledge of GDPR
- P. Knowledge of safeguarding procedures
- Q. An understanding of the effects of trauma on women
- R. An understanding of equal opportunities and how that relates to vulnerable women

Personal Qualities

- S. Self-motivating with initiative and drive.
- T. Willingness to learn
- U. Person centred approach
- V. Trauma informed approach
- W. Being adaptable and flexible
- X. Non-judgemental with the ability to empathise
- Y. Enthusiastic and a good team player
- Z. Willingness to work flexibly in response to changing organisational requirements and work outside of office hours on occasion

Desirable

- AA. Additional Language/speaks other languages
- BB. Knowledge of London and the boroughs we cover- Hackney/Haringey/Camden/Islington

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