

Homeless Outreach Worker

Part-Time Permanent Role

Hatfield, Hertfordshire (travel across Welwyn Hatfield Borough required)

Salary

- £13,749 per year based on annualised hours averaging 14 hours per week
- Most shifts paid at an enhanced out-of-hours rate of £20 per hour
- Standard hourly rate of £13.45 per hour

Working Pattern

- Week 1: Two shifts (8 hours total)
- Week 2: Three shifts (12 hours total)
- Regular rota basis
- Remaining contracted hours used across the year for training, team meetings and covering annual leave or absence

Shifts

- Monday, Thursday, Friday and Saturday: 5am – 9am
- Tuesday: 9pm – Wednesday 1am

Benefits

- 10 days annual leave plus 3 bank holidays
- Ongoing training and support
- Opportunity to make a real difference in your community

Closing Date

Monday 25 June 2026

About Resolve

Resolve is a local charity supporting people affected by homelessness and substance misuse. We provide practical, person-centred support that helps people recover, rebuild their lives and move forward positively.

Our Restart Service works with people who are rough sleeping or at risk of homelessness across Hatfield and Welwyn Garden City through outreach, supported accommodation and ongoing support.

This is an exciting time to join Resolve as we continue to develop our services with a refreshed brand, new website and values that guide everything we do: **Trust, Passion, Partnership and Respect.**

The Role

We are recruiting four Homeless Outreach Workers to support our outreach service delivered in partnership with Welwyn Hatfield Borough Council.

You will conduct early morning and night outreach shifts, supporting people who are sleeping rough by building relationships, carrying out welfare checks and helping individuals access accommodation, support services and practical help.

You will work closely with our Homeless Support Workers and partner agencies to help people move away from rough sleeping and towards greater stability and independence.

This is a rewarding role where you will make a genuine difference to people's lives every day.

What You'll Be Doing

- Carrying out early morning and night street outreach on a rota basis
- Engaging with individuals who may have complex needs or be in crisis
- Building positive and professional relationships with people sleeping rough
- Supporting people to access accommodation, healthcare and other services
- Working closely with colleagues and partner organisations
- Maintaining accurate records and following safeguarding and safety procedures

About You

We are looking for someone who is:

- Passionate about supporting vulnerable people
- Calm, resilient and able to work safely in community settings
- Confident building trust and positive relationships
- A strong communicator with good teamwork skills
- Flexible and willing to work early mornings and night shifts

You will also need:

- Experience supporting vulnerable individuals
- An understanding of the challenges faced by people experiencing homelessness
- The ability to make safe and appropriate decisions in challenging situations
- A full UK driving licence and access to a vehicle

Why Join Resolve?

- Be part of a supportive and values-driven team

- See the direct impact of your work in the community
- Receive ongoing training, supervision and development opportunities
- Help shape and grow an important local service

Applications: Send your CV and cover note which explains how your skills and experience match what we are looking for to info@resolve.org.uk