

Homeless Outreach Worker Role Description

Job Title: Homeless Outreach Worker

Team: Restart Homeless and Rough Sleeping Team

Location: Hatfield, Hertfordshire (with travel around Welwyn Hatfield Borough)

Salary:

- £13,749 per year based on annualised hours averaging 14 hours per week.
- Based on enhanced out-of-hours rate of £20 per hour for most shifts and a standard hourly rate of £13.45 per hour.

Working Pattern:

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

Shifts:

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

Contract: Permanent

Reports to: Head of Homeless Services

Purpose of the Role

To support people sleeping rough through early morning and night outreach shifts. The role involves building relationships, carrying out welfare checks and helping people access accommodation, services and practical support.

About Resolve and the Restart Service

Resolve is a local charity supporting individuals affected by homelessness and substance misuse. We provide practical, person-centred help that enables people to recover and thrive.

Restart supports people who are rough sleeping or at risk of homelessness in Hatfield and Welwyn Garden City through outreach, supported housing and ongoing support. The team comprises of three full time Homeless Support Workers and four part time Homeless Outreach Workers.

Restart operates Monday 5am to Saturday 9am including bank holidays.

Key Responsibilities

1. Outreach & Engagement

- Conduct street outreach in identified hotspots and respond to referrals to locate and support people sleeping rough.
- Engage with individuals who have complex lives (including entrenched drug and alcohol users) who may not wish to initially engage, working outdoors and in all weather conditions.

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- Verify rough sleepers following best practice.
- Build positive relationships with people sleeping rough and support them to access accommodation and services.
- Provide support in a way that understands that people may have experienced trauma, difficult life events or complex challenges.
- Keep clear, accurate and up-to-date records using the organisation's systems. Share important information with the Restart team and partner organisations.
- After outreach, handover to the daytime Restart team to share information and coordinate support.

2. Support & Safety

- Work safely and follow procedures when carrying out outreach in community settings.
- Promote the safety and wellbeing of individuals encountered during outreach.
- Identify and respond appropriately to safeguarding concerns, escalating issues in line with organisational procedures.
- Support individuals in crisis and respond calmly to challenging situations. Use safe approaches to manage difficult situations and assess risk appropriately.
- Build positive and supportive relationships with service users while maintaining appropriate professional boundaries.

3. Communication & Partnership Working

- Work with Restart Homeless Support Workers and partners including local authorities, emergency services, health services and voluntary sector organisations.
- Maintain accurate, timely and confidential client records.
- Participate in team meetings, supervision and training.
- Communicate respectfully and effectively.
- Provide cover for other Restart team members as required including support work in Restart houses.

4. Other Duties

- Comply with all organisational policies including safeguarding, health and safety, confidentiality and data protection.
- Demonstrate the organisation's values of Trust, Passion, Partnership and Respect in all areas of work.
- Take part in regular supervision, team reflection sessions and training to support ongoing learning and development.
- Look after your own wellbeing and contribute positively to a supportive team culture.
- Contribute to improving services.
- Be flexible in working across different locations and undertake other duties appropriate to the role as required.

Person Specification

Essential

- Experience supporting vulnerable individuals, particularly people experiencing homelessness, rough sleeping or multiple disadvantage.

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- Able to build trust with people who may be upset or in crisis and engage positively to motivate and empower individuals.
- Understanding of the challenges faced by people who are rough sleeping and homeless.
- Confidence in community-based settings with ability to work independently and make safe decisions.
- Good communication and interpersonal skills. Able to remain calm and effective in challenging or high-pressure situations.
- Able to maintain accurate records and use IT systems.
- Flexible and willing to work early morning, night-time, Saturday and bank holiday shifts. Able to attend training and team meetings and provide cover for annual leave or staff absence outside of normal rota hours.
- Commitment to equality, diversity and inclusion.
- Full UK driving licence and access to a vehicle.

Desirable

- Experience of street outreach, rough sleeping or homelessness services.
- Knowledge of:
 - local homelessness support services.
 - the Welwyn Hatfield area.
 - safeguarding procedures and risk management.

This role requires an Enhanced DBS check.

Appendix: Example Two-Week Shift Pattern

TWO WEEK SHIFT PATTERN														
Week	Day	Outreach Worker a			Outreach Worker b			Outreach Worker c			Outreach Worker d			
		From	To	Hrs	From	To	Hrs	From	To	Hrs	From	To	Hrs	
1	Mon	05:00	09:00	04:00	05:00	09:00	04:00							
	Tue							21:00	01:00	04:00	21:00	01:00	04:00	
	Wed													
	Thu	05:00	09:00	04:00	05:00	09:00	04:00							
	Fri							05:00	09:00	04:00	05:00	09:00	04:00	
	Sat	05:00	09:00	04:00	05:00	09:00	04:00							
	Total hours						12:00				8:00			8:00
2	Mon	05:00	09:00	04:00	05:00	09:00	04:00							
	Tue							21:00	01:00	04:00	21:00	01:00	04:00	
	Wed													
	Thu	05:00	09:00	04:00	05:00	09:00	04:00							
	Fri							05:00	09:00	04:00	05:00	09:00	04:00	
	Sat							05:00	09:00	04:00	05:00	09:00	04:00	
	Total hours						8:00			12:00			12:00	
AVERAGE HOURS				10:00			10:00			10:00			10:00	