

## Job Description - Outreach Worker

- Job Title:** Outreach Worker (Homelessness) – 16 hours per week (part-time flexible)
- Salary:** Dependant on experience and qualifications. All salaries for part time employment will be pro rata.
- Reports to:** Routes to Roots Line Manager
- Accountable to:** Routes to Roots Executive Committee
- Base:** Routes to Roots Office, Skinner Street URC, Poole
- Works with:** Works in partnership with Outreach Worker from Routes to Roots (R2R), Outreach Worker from Bournemouth Churches Housing Association (BCHA), with Volunteers, as well as other R2R staff and wider organisations to support individuals to move away from rough sleeping and into sustainable accommodation
- Externally to work closely with the Borough of Poole Housing Options Team, Brokerage team and Poole Addictions Community Team (PACT) as well as other statutory and voluntary agencies to deliver services to street homeless and vulnerable individuals in Poole.
- Overall Purpose:** To promote the ethos and activities of Routes to Roots in order to raise public awareness and project a positive image of the work undertaken by Routes to Roots with the homeless.
- To deliver an assertive street outreach service to individuals sleeping rough in the Borough of Poole in partnership with BCHA in order to reduce the numbers rough sleeping
- To work with partner agencies to provide sustainable housing and support packages for clients.

### Main Responsibilities:

1. Work alongside the homeless in order to respond to their physical, emotional and spiritual needs and access appropriate support, including from faith communities.
2. Represent Routes to Roots in dealings with the statutory sector, the faith sector and the general public; from time to time this will include participating in acts of worship and prayer in order to raise awareness and promote the ethos and activities of Routes to Roots.
3. Take part in street outreach sessions in order to engage with individuals sleeping rough in Poole
4. To work with individuals using a client centred and assertive approach which leads to them moving away from rough sleeping and into secure accommodation
5. Ensure clear liaison is maintained with any involved agencies
6. Liaise with the BCHA training department and other relevant agencies to promote independent living skills for clients

7. Help clients identify appropriate accommodation and assist them in moving in. Offering up to four to six weeks follow up support where deemed appropriate and in agreement with the R2R line manager
8. Work with clients to maintain their plans in order to support them to develop the skill to live independently
9. In a timely fashion record all petty cash and other expenditure of R2R monies in line with R2R policy
10. Promote the work of R2R with other agencies and speak about the work of R2R to the public.
11. Participate in team meetings and work with other members of the joint team
12. Produce reports and provide information with regard to the service as required by the Project Leader or other department managers
13. Maintain and keep up to date clients records and files and any other records required by R2R and BCHA
14. Keep statistics and monitor and evaluate service delivery in conjunction with the POST Project Leader.
15. Attend regular supervisions with manager and identify own training needs
16. Work within the BCHA & R2R policies and procedures as appropriate at all times
17. Any other duties that may be requested from time to time by your manager which are not in the job description but which reflect the general nature of the post.

**Support Framework:**

1. Policies and procedures as set out by BCHA and R2R
2. Spiritual support through affiliated church or secular organisation and through the Trustees of Routes to Roots
3. Practical support through the church staff teams

**Organisation Context:**

Routes to Roots is a Christian charity that seeks to enable individuals and churches to express their mission and ministry through community involvement. Much of this is done in partnership with local churches across Poole. The faith context of Poole and surrounding areas is that 71% of the population regard themselves as Christian, according to the 2011 Census. The post holder needs to be able to relate meaningfully to that context and be comfortable with and accepted by local churches

The ethos of Routes to Roots is founded on Christian principles, such as: the belief that every individual has been created in the image of God and therefore has intrinsic value; the conviction that no matter how bad things get, God never gives up on people and He does not want us to give up on others; the grace to face conflict and difficult situations carefully and honestly; and the principle of accountability, not just to fellow human beings but ultimately to God.

*Prepared by the Trustees of R2R*

*22/10/09*

Updated by Manager, January 2012