



QUEENS HALL ACTION ON POVERTY

JOB DESCRIPTION

Job Title: Rough Sleeper (Outreach) Support Worker x 1

Salary: £ 24,648 - £26,115 depending on experience

Benefits : Pension, Health Insurance, Life Insurance,

Status: Substantive

Hours: 37.5 hours per week, including early mornings and weekends. *Working hours between 5:00 – 18.00 5 days on a rolling rota basis)*

Holidays: 22 Days plus Bank Holidays Pro Rata and your Birthday off**

Based at: Locations throughout Wigan and Leigh

Responsible to: Service Manager – Engage

Accountable to: Queen's Hall Action on Poverty Trustees

Closing Date : 12 Noon, Friday 5th September 2025 or earlier if sufficient applications are received.

Interview Date : W/C 8th September

A Full Current Valid Driving Licence is essential for this post

Please apply early as we reserve the right to close applications as soon as sufficient applicants have been received.

To Apply : Please submit you CV and a covering letter explaining how you meet the person specification for this role, **applications without a covering letter will not be accepted.** When you are ready to submit your documents, please register at this link :

<https://hr.breathehr.com/recruitment/vacancies/42536>

JOB SUMMARY

The Brick is a growing charity with big aspirations for people in need within our community. We provide RELIEF, RESTORATION and REFORMATION by offering tailored support, hope, and opportunity to those looking to improve their quality of life. Your role will particular focus on RELIEF but you will also understand the importance RESTORATION and Prevention. The Outreach team engage with individuals to remove barriers in accessing emergency accommodation and promote independent lifestyles

JOB PURPOSE

The key role will be to engage with individuals in the borough who are rough sleeping, some who may be reluctant to access services. The Post Holder will utilise their skills, knowledge as well as experience (which may include lived experience and relevant background) to continue to work to and develop partnerships, develop specific referral pathways into accommodation and recovery services, gather intelligence, build trust and respect, and lead and contribute to extensive outreach within the community. The post holder will, in partnership with other existing services and organisations, identify barriers into accommodation and support and work on creating and delivering solutions to these barriers. The post holder will also focus on early intervention and prevention work engaging individuals who are at risk of rough sleeping. The Outreach and Engagement team will be responsible for contributing to the overall performance of the service to ensure that contractual output targets are achieved. They will also be required to record and input data and information in order that the service operates within contractual, administrative and financial requirements. The post holder will be required to work across a number of operational sites across the borough as required and work flexibly to maintain the most appropriate level of service provision. This will include early morning and weekend working and extensive street outreach. The post holder will be expected to take responsibility for personal development, identifying personal training needs and participate in regular supervision and appraisal.

DUTIES WILL INCLUDE:

- Undertake extensive street outreach both proactive and via referrals and work on a rota basis including working early mornings, occasional late nights and weekends as required. Cover may be required Monday to Sunday on a rota basis
- To assess the needs of individuals sleeping rough and to provide them with realistic asset-based offers of support services/accommodation/reconnection in liaison with other agencies and specialist workers.
- In the event of non-engagement with Outreach/Support services or consistent engagement in negative street activities to work collaboratively with Wigan Council, MASH (Multi Agency Safeguarding Hubs), Central Watch, PCSO teams, and other enforcement agencies where required, noting that The Brick aims to support individuals to achieve positive change.

- To advocate, where appropriate, on behalf of people sleeping rough with external agencies regarding their welfare rights, Primary Health Care needs and other issues affecting their Health and wellbeing.
- To take a pro-active role in promoting awareness of the Outreach service and related issues within the community and businesses of the Wigan borough.
- Develop effective working relationships and links with other agencies including but not limited to housing agencies, social services, Mental Health Team, other Tenancy Support Services, Alcohol and Drug Services, Complex Needs Team and Life Centre.
- To maintain a caseload and accurately and securely recording their data and progress. Offer individuals assertive, consistent ongoing guidance & support into The Brick, Wigan Council and other services until they are in a position to be able to move from the street into accommodation or reconnection services and/or other appropriate support services.
- To source accommodation for people sleeping rough within or connected to the Wigan borough.
- To take part in the evaluation and development of services within the Outreach Team and to attend external meetings and case conferences.
- To ensure that regular case reviews are carried out within agreed timescales and that support and action plans are implemented and consistently high-quality case notes are recorded on Lamplight and other data base systems as required.
- To carry out the required level of monitoring of individuals rough sleeping and that the appropriate monitoring information is available to the relevant agencies. To ensure accurate and up to date files on all people sleeping rough worked with are recorded on Lamplight and other Database systems as required.
- This post holder is expected to travel throughout the Wigan and Leigh borough. Own transport is desirable.
- Adhere to The Brick Policies and Procedures at all times.
- Cover for other members of the team and division as necessary.
- Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- Attend and participate in divisional and team meetings and other meetings as required.

QUALIFICATIONS AND SKILLS

Suitable candidate must have:

- Ability to network, build enabling relationships and work effectively in a multi-agency context across the Wigan Borough.
- Have an understanding complex needs and experience of supporting those most vulnerable in order to assist key support delivery partners.
- An ability to communicate effectively both verbally and in writing (English) and to collate and evidence work/ outcomes using case management databases.

- A can-do attitude and willingness approach to undertaking a varied workload
- A resilient nature and the ability to handle challenging behaviour
- Ability to show empathy with individuals while maintaining professional boundaries
- An understanding of the needs and challenges of those experiencing homelessness, including those who have support needs including drug, alcohol and mental health needs
- An awareness of key public health messages relating to contagious and spreadable disease
- An understanding and experience of working within GDPR, respecting, and maintaining someone's choice, independence and dignity

Our Vision and Values

We believe in social justice and supporting people to transition from poverty and homelessness in a way, which is dignified, and person centred. Our **vision** is based on:

Relief – meeting felt, urgent needs. We will always act with love and compassion to provide initial relief whether that be emergency accommodation, food or warm clothes. Our initial response is to uphold a person's dignity by meeting their basic felt needs.

Restoration – finding hope, self-worth, aspirations, a place to call home, we work to bring lasting improvements to people's lives by restoring hope, self-worth, aspirations and a place to call home. We embrace multiple opportunities, assisting people to overcome systemic barriers with personalised support that recognises individual strengths.

Reform - overcoming systemic issues We believe in tackling social injustices and to campaign for the right to:

- Affordable, safe, sustainable homes
- Healthy, nutritious food
- Good quality, person-led training and education
- Fair and secure employment
- A just and robust benefits system.

Values

Love - We pursue love and compassion to build up people and empower communities, enabling them to realise their potential and thrive.

Goodness - We seek to do all the goodness we can:

- By all the means we can
- In all the ways we can
- In all the places we can
- At all the times we can
- As long as ever we can

Courage - We strive for the courage to reimagine

We are looking for innovation and creativity, The Brick is not afraid to do things differently and pilot new initiatives to trial and test new ideas.

Health and Safety

In line with Health and Safety and Lone Working Policies, take reasonable care of personal health and safety and the health and safety of colleagues, mentors and service users and other persons who may be affected by acts and omissions.

Reporting any incidents and Safeguarding concerns in accordance with policy in a timely and effective manner

Diversity

Understand and implement The Brick's Equality and Diversity Policy

Out of Hours

You will be expected to undertake work in the evenings and weekends to ensure full delivery.

Be willing to undertake and assist in fundraising activities which may occur out of hours.

Promoting fundraising for the Charity

General

To be responsible to the Service Manager – Engage.

The post holder will be expected to:

Perform any other duties consistent with the broad objectives of the post.

Participate in individual performance review and respond to agreed objectives.

Attend case management and managerial supervision as required.

Attend and be an active participant in team meetings, team training and other internal meetings etc.

Attend external meetings, forums, conferences, training etc. as required by Queen's Hall Action on Poverty.

Be aware of professional standards expected in the service, in terms of holistic person centred delivery, required ongoing personal and professional development.

Maintain up-to-date knowledge of legislation, national and local policies, procedures, recommendations and guidelines

Take responsibility for ensuring that legal obligations regarding information which is processed for both mentors and staff is kept accurate, confidential, secure and in line with the Data Protection Act (2018) and Confidentiality Policies.

Not abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties.

To undertake other such duties consistent with the post, as jointly agreed between the post holder and Queen's Hall Action on Poverty

To at all times deliver the service in line with and adhere to the Policies and Procedures

To undertake other duties when required in order to aid in the smooth running of the Project.

To promote good communication within The Brick and the Charity as a whole.

To ensure good time management

Queen's Hall Action on Poverty is committed to the safeguarding and protection of all young people and adults, In line with our Safeguarding policies. We will carefully select, train and support all those with any responsibility within the Charity, in accordance with our rigorous recruitment and selection policies.