Job Description

Job Title	Outreach Worker
Function	Housing Support & Street Outreach
Department/Team	Community Services
Reports to	Team Manager / Service Manager
Direct Reports	None
DBS Check Level Required	TBC
Grade/Job Evaluation Level	Core
Salary Banding	Individual Contributor C
Created/Reviewed date	Reviewed June 2026

You will be working for
Waythrough launched in October 2024 following the merger of Humankind and Richmond Fellowship. Our vision is to break down the barriers that stop people getting the support they need to live a life they value. We tackle poverty and disadvantage in communities, through mental health, drug and alcohol, housing and related support.

Purpose of the Role
Working as part of a wider team to provide housing support and street outreach services, with the aim to accommodate those who are rough sleeping and support those who are vulnerably housed. To deliver a support package to help clients to live independently and progress towards sustained housing recovery.

Key Accountabilities
• Support the Project Manager and wider team in delivering high-quality person-centred services. • Deliver outreach services to adults sleeping rough or at risk of homelessness. • Support service users to obtain suitable accommodation and sustain tenancies. • Undertake outreach sessions with referral agencies and stakeholders and attend multi-agency meetings. • Complete needs assessments and comprehensive support and risk plans. • Support service users to live independently and achieve sustained recovery. • Maintain accurate case records and management information systems. • Liaise with statutory and voluntary agencies. • Apply safeguarding procedures to protect vulnerable adults and children.

General Accountabilities
• Work collaboratively as part of a team and attend meetings. • Undertake continuing professional development and training. • Work in accordance with legislation, policies, procedures and clinical governance. • Maintain professional development and knowledge. • Promote and demonstrate workplace values.

Additional Information
This job description is not exhaustive and duties may change to meet organisational needs.

Values and Competencies

Our Values
• **Kindness** • **Courage** • **Respect**

Our Competencies
- Lead and Inspire - Defines the future direction of Waythrough through identifying current and future challenges and longer-term opportunities. - Create and Innovate - Takes a solutions-focused approach to the challenges we face as an organisation. Looks at new ways of working and responding innovatively with new ideas or developing current approaches to meet organisational needs. - Developing Our Talent - Creates a positive and supportive environment in which individuals can grow and develop enabling them to realise their full potential. - Impactful Communication - Shares information and presents ideas or themes clearly and convincingly so that others see us as open, transparent and credible, and want to engage with us. - Delivering Results and Achieving Greatness - Focuses on our individual drive and personal focus to succeed in delivering against our key business objectives and targets. - Service Excellence - Continues to build on Waythrough's reputation within the industry, becoming a "provider of choice" recognised by external bodies as meeting the diverse needs of our customers and delivering the highest standards of service delivery. - Working Together - Defines how we work with each other and our customers, partners, commissioners and stakeholders.

Person Specification

Qualifications	Essential or Desirable
NVQ Level 3 in Health & Social Care (or equivalent)	Desirable
GCSE Maths and English grades 1–5 (or equivalent)	Essential

Skills	Essential or Desirable
Proficient in Microsoft Office programmes	Essential

Experience	Essential or Desirable
Engaging and supporting vulnerable service users	Essential
Understanding issues faced by service users	Essential
Completing assessments and risk assessments	Essential
Safeguarding adults and children	Essential
Supporting people in crisis or challenging behaviour	Desirable
Using management information systems and interpreting data	Desirable