

JOB DESCRIPTION

Senior Outreach Worker

Job Title:	Senior Outreach Worker
Department:	Day Centre & Outreach Services
Line Manager:	Service Manager – Day Centre & Outreach
Responsible For:	Practice leadership and case guidance to Outreach Navigators and Peer Mentors (no line management responsibility)

Scale:	17–22	Salary:	£31,135 rising incrementally to £33,635
Hours:	37pw	Term:	Permanent

MAIN PURPOSE OF THE ROLE

The Senior Outreach Worker provides senior practice leadership within HARP's outreach and navigator service, leading on the quality, consistency, and defensibility of street-based casework and pathway decision-making.

The role promotes analytical risk management, professional accountability, and psychologically informed approaches to supporting people sleeping rough or at risk of homelessness. The postholder provides structured case oversight, professional challenge, and specialist practice guidance to Outreach Navigators, particularly in complex, high-risk, and safeguarding situations.

Practice is rooted in meeting people where they are — recognising the impact of trauma, Adverse Childhood Experiences (ACEs), and multiple disadvantage. The role supports staff to adopt strengths-based approaches that build on resilience, lived experience, and individual assets, supporting people to move towards safety, stability, and recovery at their own pace.

Working at the frontline of service delivery, the Senior Outreach Worker plays a critical role in ensuring people are supported to move safely from the street into accommodation and appropriate provision, with risk, vulnerability, and trauma histories clearly understood and responded to.

The role works in close partnership with the Deputy Manager – Outreach Services and Service Manager to ensure coordinated, effective pathways from street outreach into accommodation, healthcare, and wider support systems.

MAIN RESPONSIBILITIES

1. Senior Outreach Practice Leadership & Case Oversight

- Hold a reduced but highly complex caseload requiring intensive, end-to-end support.
 - Lead on the quality and consistency of outreach casework practice across the navigator team.
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- Provide structured case guidance, professional challenge, and analytical oversight on complex cases and entrenched rough sleeping.
- Support staff to develop psychologically informed approaches that recognise trauma histories, survival behaviours, and adaptive coping strategies.
- Promote strengths-based practice that recognises Adverse Childhood Experiences (ACEs) while supporting individuals to build on resilience, skills, and lived expertise as assets for change.
- Ensure case recording, risk planning, and pathway decisions are clear, proportionate, and defensible.

2. Risk Management & Safeguarding Practice

- Provide senior oversight of risk assessments and outreach safety planning.
- Support Navigators to assess and respond to risks relating to:
 - Entrenched rough sleeping
 - Substance dependence
 - Mental health crisis
 - Self-neglect
 - Exploitation
 - Violence and abuse
- Ensure risk management plans are proportionate, clearly recorded, and defensible.
- Provide immediate practice guidance in high-risk situations and escalate safeguarding concerns appropriately.
- Promote safe lone-working practices, professional boundaries, and dynamic risk assessment across outreach activity.
- Work alongside managers on complex safeguarding responses and multi-agency risk management processes.

3. Reflective Practice & Professional Development

- Lead structured reflective practice discussions and peer supervision processes.
- Promote professional curiosity, critical thinking, and analytical reflection within outreach delivery.
- Support staff to understand the emotional impact of frontline outreach work in psychologically demanding environments.
- Provide mentoring, coaching, and practice development support to Outreach Navigators and Peer Mentors.
- Contribute to a learning culture that strengthens practice confidence, defensibility, and accountability.

4. Operational Leadership & Outreach Coordination

- Act as the senior practitioner on outreach shifts.
- Provide direction, decision-making support, and problem-solving during complex or high-pressure situations.
- Support the coordination of outreach activity in line with service priorities, local intelligence, and risk demand.
- Promote consistent professional standards, psychologically informed approaches, and recording practices across outreach delivery.
- Contribute to service audits, monitoring activity, and practice reviews.
- Support effective use of outreach data systems to evidence outcomes and inform service planning.

5. Pathway Navigation & Accommodation Access

- Provide senior oversight of accommodation pathway decisions prior to referral or placement.
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- Support Navigators to progress individuals from the street into HARP accommodation and alternative provision.
- Ensure placements are informed by risk, vulnerability, safeguarding needs, and personal circumstances.
- Promote planned, safe transitions that recognise trauma histories and individual readiness for change.
- Work closely with accommodation services to ensure continuity of risk management and support planning.

6. Partnership & Multi-Agency Working

- Work collaboratively with local authorities, health providers, substance use services, criminal justice agencies, and voluntary sector partners.
- Support joint outreach initiatives and targeted interventions.
- Provide operational representation at partnership meetings where appropriate.
- Advocate for individuals facing systemic barriers to accommodation and support.
- Promote information-sharing and coordinated risk management across agencies.

7. Service Development & Practice Improvement

- Contribute to the ongoing development of outreach and navigator services.
- Identify practice themes, barriers, and learning to inform service improvement.
- Support the induction, mentoring, and development of new staff and Peer Mentors.
- Contribute to the development of psychologically informed and trauma-responsive outreach models.
- Work alongside managers to embed best practice and innovation in service delivery.

General Responsibilities

- Work in line with HARP's policies, procedures, and values at all times.
- Maintain accurate, confidential, and contemporaneous records.
- Participate in rotas, meetings, audits, and service development activity.
- Undertake relevant training and continuous professional development.
- Carry out duties appropriate to the senior level and evolving nature of the role.

PERSON SPECIFICATION

#	Criteria	Essential / Desirable
Qualifications		
1	No formal qualification is required for this role; relevant experience is essential.	Essential
2	Relevant professional training or qualification in social care, housing, youth work, counselling or a related field.	Desirable
Relevant Experience		
3	Significant experience working with people experiencing homelessness, rough sleeping or multiple disadvantage.	Essential
4	Experience delivering street-based or community outreach.	Essential
5	Extensive experience managing complex and high-risk cases.	Essential

6	Experience supporting, mentoring or providing practice guidance to frontline staff.	Essential
7	Experience responding to safeguarding concerns and multi-agency risk management.	Essential
8	Experience supporting people into accommodation and resettlement.	Desirable
9	Experience facilitating reflective practice or peer supervision.	Desirable
Skills, Knowledge and Abilities		
10	Advanced understanding of trauma-informed and psychologically informed practice.	Essential
11	Strong knowledge of Adverse Childhood Experiences (ACEs) and strengths-based recovery approaches.	Essential
12	Strong risk assessment and safety planning skills.	Essential
13	Able to provide professional challenge and clear, well-evidenced case direction.	Essential
14	Knowledge of homelessness pathways, housing legislation and accommodation options.	Essential
15	Strong partnership working and advocacy skills.	Essential
16	Training in safeguarding, substance use, mental health or psychologically informed environments.	Desirable
17	Full, clean driving licence.	Desirable
Personal Attributes		
18	Credible and authoritative senior practitioner.	Essential
19	Calm and analytical in high-risk or crisis situations.	Essential
20	Reflective, emotionally resilient and able to hold professional boundaries.	Essential
21	Values-led and committed to person-centred, strengths-based practice.	Essential
22	Able to balance compassion with accountability.	Essential

BEHAVIOURAL COMPETENCIES

This role is expected to demonstrate HARP's Core Behavioural Competencies at **Level 1 & 2** across all five competency areas:

People First Practice - Level 2

Integrity, Humility & Learning; Kind - Level 1

Clear Communication & Relationships - Level 1

Professional Accountability & Quality - Level 2

Purposeful Leadership, Change & Resilience – Level 2

This reflects the role's case oversight, professional challenge and mentoring responsibilities, while recognising it does not carry formal line management authority.

Competencies are assessed at interview and form part of ongoing supervision, probation review and annual appraisal. The full framework will be shared with shortlisted candidates prior to interview.

HARP is committed to equality, diversity and inclusion. We welcome applications from all sections of the community and particularly encourage applications from people with lived experience of homelessness.
