

Job Description

Job Title: Homelessness Prevention & Outreach Worker

Reports To: Advocacy Services Manager

Office Base: Ipswich

Hours: 37.5 (including some Saturday's)

Salary: £28,000

Pension Scheme: 7%

Annual Leave Entitlement (FTE): 32 days plus bank holidays

Role

The Homelessness Prevention & Outreach Worker will provide support to individuals who are rough sleeping, at risk of homelessness, or at risk of returning to rough sleeping.

Working within ihAg's relationship-first and person-centred approach, the postholder will work alongside the Advocacy Team to engage with people who are rough sleeping or at risk of homelessness. Through outreach, triage, advocacy and homelessness prevention support, they will help individuals access accommodation, navigate housing, health and social care systems, address barriers to stability, strengthen resilience, and achieve sustainable outcomes.

Main Duties and Responsibilities

- Build purposeful, professional relationships that promote engagement, trust and positive change.
- Work in a trauma-informed manner, recognising the impact of adversity, trauma and exclusion on individuals' lives.
- Provide advocacy, advice and practical support to individuals to access accommodation, support services and other relevant agencies.
- Conduct (early morning) outreach sweeps across Ipswich to identify and engage individuals who are rough sleeping.
- Assist individuals to develop the skills and confidence required to manage and sustain their tenancy.
- Build strong relationships with statutory, voluntary and private sector organisations to resolve issues and prevent homelessness wherever possible.
- Coordinate and contribute to multi-agency support plans to improve outcomes and reduce risk.
- Maintain accurate, timely and confidential case records.
- Use reflective practice to continually develop and improve service delivery.
- Assess, manage and escalate risks appropriately, including safeguarding concerns.
- Attend supervision, training and team meetings.
- Adhere to organisational policies, safeguarding procedures, health and safety requirements, and data protection legislation.
- Undertake any other duties reasonably requested by the Advocacy Services Manager.

Person Specification

Experience of:

- working with people experiencing homelessness, housing insecurity and/or multiple disadvantage
- supporting individuals with complex and overlapping needs, including mental ill-health, substance misuse, trauma, offending histories and social exclusion
- delivering one-to-one support, advocacy or case management
- building effective relationships with individuals who may be reluctant to engage with services
- working collaboratively with different services to provide joined-up support
- balancing competing priorities and managing a diverse caseload

Understanding of:

- homelessness, rough sleeping and pathways into housing
- trauma-informed, strengths-based and person-centred practice
- safeguarding responsibilities and risk management
- the challenges faced by people experiencing multiple disadvantage
- how to build supportive relationships while maintaining appropriate professional boundaries

Skills:

- Ability to engage, motivate and empower people experiencing adversity and exclusion
- Ability to build trust quickly and maintain purposeful professional relationships
- Ability to assess, manage and respond appropriately to risk
- Ability to work independently whilst contributing positively to a team environment
- Ability to work calmly and effectively in challenging or crisis situations
- Excellent verbal and written communication skills
- Effective advocacy and partnership-working skills.
- Strong organisational, administrative and recording skills
- Ability to use reflective practice to improve personal performance and service delivery

Personal Qualities:

- Committed to relationship-first practice and treating people with compassion, empathy and respect
- Non-judgemental and able to work positively with people whose behaviour may be challenging
- Flexible and adaptable in response to changing needs and priorities
- Ability to travel independently across the Ipswich area
- Reflective and open to feedback and learning