**Community Outreach Worker (Youth Focus)**

**Bristol Homelessness Prevention Partnership**

**Specifics of the role**

**Salary Scale:** £23,000 - £27,000 – subject to pay review to be completed in late Summer

**Position:** Full-time (37.5hrs per week)

**Leave:** 33 days per annum (pro rata, inclusive of bank holidays)

**Conditions:** Enhanced DBS required; all staff have responsibilities for the protection of children and young people and work to Caring in Bristol’s Policy for Protecting Children and Young People

**Responsible to:** Prevention Project Manager

**Who we are**

Caring in Bristol’s vision is creating a city empowered to solve homelessness. We work in imaginative and creative ways with people experiencing or a risk of homelessness, with the public and with community partners to bring about lasting change in Bristol and beyond.

We are small yet highly ambitious and have significantly expanded our reach over the last three years to fund the work we are passionate about in our city. COVID-19 has transformed the strategies needed to support people at risk of or experiencing homelessness in Bristol, pushing many into precarious housing situations and creating large numbers of newly housed people that could fall back into homelessness.

**Our values**

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| ***Collaboration***  We learn, share and work with everyone in our community to create services that best meet need. Our beneficiaries inform the design, delivery, and evaluation of our work. We collect and apply evidence to build partnerships and embed our impact. | ***People first***  We value human relations, and the strengths people have and are committed to positive change and development in everyone. We will take positive risks with people. We hold that the wellbeing of our staff and volunteers is integral to the positive impact we can make with our beneficiaries. We are inclusive and celebrate diversity. | ***Focus on the end goal***  We work with our beneficiaries and volunteers to achieve their ambitions. We are here to make ourselves no longer needed and want Bristol to be the first major city to end homelessness. |

**About the Bristol Homelessness Prevention Partnership (BHPP)**

The Bristol Homelessness Prevention Project (BHPP) is a new joint project by homelessness charity, Caring in Bristol (CiB) and housing advice agency, CHAS Bristol (CHAS). Both organisations are proudly Bristolian and share a dedication to tackling the problems the city faces around homelessness. The BHPP brings together unique expertise from each and a wealth of combined experience working in the city.

At its simplest, the project aims to use new and dynamic ways to tackle homelessness in the city. BHPP will be informed by research, responsive to the needs of Bristol’s communities and residents. Through a combination of consultation, community outreach and 1-2-1 support the project aims to reach people early, before a potential housing crisis occurs.

We know there are significant barriers to people accessing help - people are still presenting as homeless without having sought advice. This is something that needs to be addressed urgently, as the financial strain caused by Covid-19 pandemic has pushed many who were ‘getting by’ into danger.

The BHPP plans to reach people where they already are in the community, surmounting the access barriers many face in accessing help. We plan to maximise our impact through new engagement channels, including the use of community ambassadors, engagement with employers and via social media channels. We intend to reach key regions and groups in the city who would not otherwise access support. Young people and economically deprived wards of Bristol are a particular priority.

**Main aims and objectives of the role:**

As the Youth Outreach Worker, you will be instrumental in helping to set-up and contribute to this important new partnership, working closely with staff at both CiB and CHAS, and with partner organisations in the city.

You will work in devolved locations around the city, building relationships with key community organisations, relevant services and partners to better promote the work of the service and extend its reach into economically deprived wards. You will ensure that the project is embedded in key regions and groups who would not otherwise access housing advice but are at risk of losing their homes, young people will be a particular priority. Your goal will be to recruit, train and manage community volunteers and ambassadors who are best placed to raise the profile and accessibility of the service in their localities. You will promote the service and facilitate the take up of timely homelessness prevention advice, managing both new and ongoing referrals and creating effective ways of engaging with our beneficiaries.

Whilst employed by Caring in Bristol, you will work very closely with our partners CHAS and will help to combine the skills, strengths and cultures of both organisations. The aim is to create and deliver a service/brand that is equally shared and supported.

As a new project in homelessness prevention, we have a unique opportunity to create and contribute evidence – both locally and nationally – about the impact of these interventions. The outreach worker will actively contribute to the collation of effective monitoring and evaluation data, which shapes the project and can demonstrate to the homelessness and advice sectors what ‘best practice’ looks like.

**Diversity**

We are committed to increasing diversity of staff within Caring in Bristol and within the Charity Sector as a whole.

We especially welcome applications from people with lived experience of homelessness. Black, Asian and ethnic minority candidates are particularly encouraged to apply for these roles. We welcome applications from everyone who meets the requirements of the Person Specifications. We encourage applications from all gender identities and sexual orientations; we are committed to equal opportunity, equal treatment and respect for every individual. If you have special access requirements, please do let us know.

We offer, and value, flexible working. As a charity we are proud to be committed to mental health awareness and to actively supporting the wellbeing of the team.

**How to apply**

To apply, please submit a completed application form to [recruitment@caringinbristol.org.uk](mailto:recruitment@caringinbristol.org.uk) with the subject line: *Your Name* – *BHPP Youth Outreach Worker*

**Key Responsibilities**

* Develop effective, collaborative networks and partnerships with key community organisations and services in Bristol to promote the work of the project and help to reduce stigma around seeking help and advice.
* Specifically identify how best to engage young people independently housed in deprived wards, ascertain their needs and develop pathways that enable them to access more holistic support.
* Recruit, train and manage community volunteers and ambassadors in targeted areas who are well-placed to help embed the service in their communities.
* Liaise with CHAS caseworkers and volunteers to manage and facilitate service referrals, with a focus on beneficiaries’ needs and maintaining engagement.
* Collate and record data that will contribute to the effective monitoring and evaluation of the service and demonstrate its impact nationally.

**Project delivery**

* Support the Prevention Manager to create and develop the new service.
* Work in devolved locations to create collaborative partnerships and networks with a view to embedding the service into communities and maximising take up.
* With the support of the wider Caring in Bristol youth team, focus on the needs of young people who are living independently and ascertain how best to engage with them. Develop referral pathways to specialist organisations who are able to support them more holistically.
* Create and deliver a training programme and suite of materials for staff and volunteers of community-based organisations.
* Recruit, train and supervise community volunteers and ambassadors who are well-placed to help promote the service and reduce stigma around accessing homelessness prevention help and advice.
* Work alongside our volunteers and partners at CHAS to manage and respond to new referrals in an efficient and timely manner. Support CHAS caseworkers to ensure ongoing engagement with existing referrals.

**Development and partnership working**

* Help create effective collaborative networks with key communities in Bristol to ensure the project is ‘of’ the communities it serves, can be shaped by their needs and mutually delivered.
* Help create referral pathways with relevant statutory and commercial organisations that have ‘early warning’ of homelessness crisis.
* Contribute to sharing best practice with other organisations in the sector – especially other homelessness and advice organisations - and proactive in learning from others/other organisations.
* Championing the work of the prevention project in various settings and contributing to fundraising initiatives in order to secure the future sustainability of the projects.
* Responsibility for maintaining the Caring in Bristol ‘Housing Handbook’, ensuring that it remains relevant, comprehensive and up to date.

**Monitoring and evaluation**

* Contribute effectively to evidencing, monitoring and evaluating the work of the prevention project, establishing a culture of learning through doing.

**Other Responsibilities**

* Follow Caring in Bristol policies and procedures and observe our Code of Conduct.
* Actively participate in and attend supervisions, annual appraisal processes and identified training.
* Promote the aims and objectives of the charity and present a positive image of it through good public relations, communications with visitors, young people, guests, people who use our services and the local community.

**Skills and experience**

We expect you to meet most of these criteria. However, we don’t expect you to meet *every* point and welcome applicants with transferrable skills and an ability to apply themselves in a new context.

* Experience of delivering successful projects and services as part of a team.
* Experience of outreach work or working in communities/devolved locations
* Experience of managing and motivating a team of volunteers.
* Experience of working in partnership with other groups and organisations in innovative ways to achieve social impact.
* Experience of supporting young people to achieve beneficial outcomes.
* Experience of identifying and safely managing any safeguarding concerns.
* Experience of monitoring and evaluation processes
* Strong communication skills, with the ability to build rapport quickly and maintain effective working relationships with a range of stakeholders.
* Strong IT skills
* Solid organisational skills including consistency, accuracy, and an eye for detail.
* Empathy with Caring in Bristol’s organisational values