



JD no.	Date written	Review date	Current version
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JOB DESCRIPTION

Street Outreach Worker (Beacon Team)

1. Purpose of the job

Work within TLA's multi-agency Street Support function to locate, engage, assess and support people sleeping rough—or at imminent risk—to rapidly access safe accommodation pathways and wraparound support. Help people sustain outcomes and integrate into their communities, amplifying their voice and goals throughout.

2. Salary

£28,912 per annum

3. Hours

37 hours per week. Monday to Friday with some flexibility around hours required as some early-morning shifts (04:30-09:00) and emergency bed responses are required.

4. Location

Leeds (city-centre bases; co-located with partner services as required).

5. Contract

Fixed-term 2-year contract until 31/03/2028 (subject to funding).

6. Team

Beacon Pathways with close partnership working with CGL Street Outreach team.

Reports to Pathways Manager.

7. Key responsibilities

1) Outreach, Engagement & Verification

- Deliver proactive street outreach across Leeds at varied times/locations, including early mornings, nights, using assertive and trauma-informed approaches with both new and entrenched rough sleepers.
- Complete timely triage and holistic assessments in line with Leeds and Beacon Service protocols, ensuring every contact leads to clear next steps.

2) Casework & Navigation

- Provide tailored information, advice and guidance on housing and support options; coordinate access to Beacon placements and wider accommodation pathways, with transitional support to sustain moves.
- Maintain a proportionate ongoing caseload to ensure continuity from street to accommodation and beyond.
- Work co-productively with clients to set goals that build independence, confidence and community connection.

3) Multi-Agency Partnership Working

- Collaborate closely with Leeds Housing Options, the Beacon Pathways team, Beacon accommodation services and the Street Support Teams to maximise sustainable exits from rough sleeping.
- Facilitate timely access to physical & mental health and substance misuse services; participate in case conferences and joint risk/relapse prevention plans.
- Co-locate with partner services and support the development and running of outreach surgeries.

4) Inclusion & Practicalities

- Ensure fair access to services; keep clients informed about referral progress and next steps.
- Recognise the role of companion animals; coordinate with partners for assessment and, where appropriate, access to Oakdale House kennels.

5) Data, Quality & Performance

- Accurately record all interactions, assessments, plans and outcomes in line with funder and TLA/Beacon requirements; contribute to routine monitoring, street counts and analysis.
- Participate in supervision, matrix management and training; share learning to support best practice and continuous improvement.

6) Safeguarding, Risk & Safe Systems

- Fulfil safeguarding responsibilities for adults and children, adhering to TLA policy and multi-agency procedures.
- Promote anti-discriminatory practice and EDI; uphold lone-working and health & safety procedures, including severe weather contingencies.

Illustrative Outcomes & Measures (KPIs)

- Rapid engagement: % of new/verified rough sleepers contacted within 24–72 hours of report.
- Pathway access: % placed into safe accommodation or verified pathways; median time from first contact to placement.
- Sustainment: % sustaining placements at 4, 12 and 24 weeks; rate of returns to rough sleeping.
- Client experience & inclusion: Goal attainment, feedback/complaints resolved, reasonable adjustments (incl. companion animals).
- Data quality & compliance: Timeliness/completeness of records; safeguarding actions within timescales; lone-working compliance.

8. How We Work at TLA (Beacon)

Operate within TLA's aims, policies and values; represent the service professionally; engage in supervision/appraisal and training; meet individual and contractual performance standards; and contribute to safe systems of work (including lone working).

9. Person Specification

Essential

- Understanding of the needs of people who are sleeping rough or vulnerably housed, including barriers to engagement.
- Experience engaging and supporting individuals with complex needs (e.g., mental health, substance use, physical health, benefits, criminal justice, housing).

- Ability to work confidently, patiently and safely with individuals who may be unwilling to engage and/or present with challenging behaviour; capable of lone working and remaining calm under pressure.
- Strong communication (verbal & written) and digital literacy for case recording and reporting.
- Flexibility to work early mornings, and during severe weather; able to walk several hours and spend significant time on your feet.
- Commitment to equality, diversity & inclusion; empathetic, non-judgemental, trauma-informed approach; commitment to personal development.

Desirable

- Driving licence and access to a vehicle.
- Knowledge of supported housing and local pathways; commitment to safeguarding adults and children.
- Knowledge of local geography/services and the private rented sector (PRS).
- Knowledge of homelessness/housing legislation and multiple disadvantage/trauma.

10. Compliance & Pre-Employment Checks

Enhanced DBS required. Turning Lives Around (TLA) requires applicants to disclose all criminal convictions and cautions regardless of when they occurred or age at offence. Any offer is subject to a satisfactory DBS outcome.