

JOB DESCRIPTION

Street Outreach Worker (Beacon Team)

How We Work at TLA (Beacon)

Our work is person-led, strengths-based and trauma-informed. We build safe, trusting relationships and promote choice, independence and control. Our RICK values guide how we work with people receiving support, colleagues and partners:

Respect: We Value every Individual and treat everyone with dignity and empathy.	Integrity: We do what's right, even when no one is watching.
Collaboration: We work together, share ideas, and achieve more as one.	Kindness: We lead with compassion and create a positive impact in our community.

Purpose of the job

Work within TLA's multi-agency Street Support function to identify and engage people who are sleeping rough, assess eligibility and suitability for Beacon services, and coordinate access to appropriate accommodation. Manage assessments, referrals and waiting lists, including identifying people for Emergency Safeguarding Beds at the Intensive Support Environments (ISE's) and severe weather protocol beds when activated.

Role details

Salary	£28,912 per annum	Contract	Fixed-term contract until 31/03/2028 (subject to funding).
Hours	37 hours per week, Monday to Friday. Flexibility is required for planned early-morning outreach shifts.		
Location	Leeds city-centre bases, co-located with partner services as required.		
Team and reporting	The post sits within Beacon Pathways, works closely with the CGL Street Outreach Team and reports to the Pathways Manager. Agreed multi-agency or matrix-management arrangements may apply.		

Key responsibilities

Outreach, Engagement & Verification

- Deliver planned street outreach across Leeds, including early-morning and occasional night-time activity, to identify and engage people who may be eligible for Beacon services.
- Complete timely triage and holistic assessments in line with Beacon Service criteria, recording needs, risks, strengths, preferences and agreed outcomes.

Assessment, Referrals & Bed Access

- Manage Beacon assessments, referrals and waiting lists, ensuring information is accurate and up to date.
- Assess eligibility and suitability for Beacon accommodation and coordinate referrals and offers with Beacon services and partners.
- Identify and refer people for EBED at the ISEs and for severe weather protocol beds when activated.
- Provide clear information on referral decisions, waiting-list status and next steps.
- Coordinate handovers when a person accesses accommodation or another service.

Multi-Agency Partnership Working

- Work with Leeds Housing Options, Beacon services, Street Support Teams and other partners to coordinate assessments, referrals and accommodation access.
- Share relevant information and contribute to multi-agency meetings in line with information-sharing and confidentiality requirements.
- Co-locate with partner services and contribute to outreach surgeries.

Inclusion & Practicalities

- Promote fair and inclusive access to Beacon services and keep people informed about referrals, decisions and next steps.
- Consider practical barriers to accommodation, including companion animals, and coordinate with relevant partners.

Data, Quality & Performance

- Maintain accurate and timely assessment, referral, waiting-list and outcome records.
- Provide monitoring information and contribute to service performance reporting.
- Participate in supervision, training and reflective practice.

Safeguarding, Risk & Safe Systems

- Fulfil safeguarding responsibilities in line with TLA and multi-agency procedures.
- Complete and update risk information relevant to referrals, placements and bed access.

- Follow lone-working, health and safety, information-sharing and confidentiality procedures.

Outcomes and Performance Measures

Performance measures may include timely assessments, accurate waiting-list management, appropriate referrals, access to Beacon and emergency beds, safeguarding practice, partnership working, record quality and people's experience of the service.

Person Specification

ESSENTIAL CRITERIA

Essential requirement	How assessed
Experience and approach: Experience of supporting people with complex needs, including people sleeping rough or vulnerably housed. Able to build safe, respectful relationships, maintain boundaries and work in a person-led, strengths-based and trauma-informed way.	Application and interview
Safeguarding and safe working: Understand adult and child safeguarding, risk management and lone-working procedures, including how to recognise, record and report concerns.	Application and interview
Communication and IT: Clear written and verbal communication and confident use of Microsoft 365, including Outlook, Word, Excel, Teams and SharePoint, for communication, recording and reporting.	Application and interview
Flexibility and travel: Full driving licence and access to a vehicle. Able to travel between locations and work flexibly, including early mornings, severe weather responses and extended periods outdoors or on foot. Reasonable adjustments will be considered.	Application and pre-employment checks
Values and inclusion: Commitment to equality, inclusion and TLA's RICK values: Respect: We Value every Individual and treat everyone with dignity and empathy. Integrity: We do what's right, even when no one is watching. Collaboration: We work together, share ideas, and achieve more as one. Kindness: We lead with compassion and create a positive impact in our community.	Application and interview

DESIRABLE CRITERIA

Desirable requirement	How assessed
Qualification: Relevant Level 3 qualification in outreach, housing, homelessness, health and social care, information and advice, or a related discipline.	Application and qualification check

Specialist experience: Direct experience of street outreach, homelessness, supported accommodation or housing-related support, including multi-agency working, assessments, safety planning, safeguarding referrals and case recording.	Application and interview
Knowledge: In-depth knowledge of homelessness legislation, statutory duties, housing pathways, multiple disadvantage, trauma and psychologically informed practice.	Application and interview
Local services: Knowledge of Leeds housing, health, substance use, mental health, welfare benefits, criminal justice and community services relevant to people experiencing homelessness.	Application and interview
Additional communication skills: Community-language or other communication skills that improve access and engagement.	Application and interview

Compliance & Pre-Employment Checks

This post is subject to an Enhanced DBS check appropriate to the role. Any offer of employment will be subject to satisfactory pre-employment checks. Information about criminal records will be considered fairly, confidentially and in line with TLA's recruitment policies and current legal requirements.

This job description and person specification describe the main duties and requirements of the role. They are not exhaustive and may be reviewed following consultation to reflect changes in service delivery, legislation, funding or organisational need.