# Role Description:

## Key Dimensions of the Role

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| **Role:** | Homeless Outreach Worker |
| **Reporting to:** | Frontline Manager |
| **Salary:** | £ 32,850 pro rata (£19,710 actual) |
| **Purpose of the Job:** | To work with other members of the MASH team to achieve the following outcomes for women who sex work in Manchester:* To improve women’s health
* To improve women’s wellbeing
* To increase women’s safety
* To enable women to identify and achieve their goals
* Women who sex work are heard, understood and experience less stigma
* Other agencies and policymakers understand the needs of women who sex work and are more effective at supporting them

Using a gender and trauma-informed approach, the Homeless Outreach Worker will deliver two sessions of street outreach each week. This will involve driving and taking the MASH mobile vehicle into areas of Manchester where women are engaged in sex work on the street. The role involves delivering a harm reduction approach to offer a quality service to women to improve health, housing and safety outcomes. This will be delivered with a respectful and non-judgemental approach assisting women to reduce harmful behaviours and improving access to a range of services to improve their outcomes. |
| **Hours:** | 21 hours per week |
| **Contract:** | Permanent |
| **Annual leave entitlement:** | 25 days plus 1 day for each year of service up to 5 additional days plus bank holidays (pro rata) |
| **Location:** | MASH, 94 -96 Fairfield Street, Manchester, M1 2WR |
| **Closing date:** | 9am Wednesday 22nd October 2025 |
| **Interview:** | Interviews will be held on 29th October at the MASH Office |
| **Start date:** | As soon as possible |
| **Additional info:** | It is an occupational requirement under the Equality Act 2010 (Schedule 9, part 1) for this post to be filled only by a woman.You must hold a full driving license and be comfortable driving a large vehicle with manual gears. |

Key accountabilities of the role

**Engagement with service users**

* Lead and drive the MASH mobile vehicle on two regular street outreach sessions from 7pm-midnight (currently Monday and one other evening to be confirmed) taking responsibility for the effective and consistent delivery of the service
* To build good working relationships with women that engage with the street outreach service
* To triage women who access the van, determine needs and any risk factors and ensure that service users are referred into the MASH team and assigned a worker so their needs are met
* To refer women into MASH case work
* To refer women into the MASH sexual health clinic
* To engage with women on the MASH van offering triage and brief interventions
* To assist women to access harm reduction equipment available to them on the mobile vehicle
* To refer women into emergency housing provision and advocate on their behalf to ensure that women obtain a suitable housing placement
* To assist women to report crime to the police, to take “dodgy punter” reports from the women and feed the reports back to the MASH frontline team
* To ensure that safeguarding service users is afforded high priority and integrated into all functions of professional practice at MASH. To escalate any adult/children safeguarding issues to management, in-line with MASH policies and procedures

**Support to Volunteers and students**

* Lead a small team of volunteers on outreach sessions, engaging and motivating them and ensuring they are kept appropriately informed, safe and supported.
* Ensure that feedback regarding volunteer/student issues and performance is given to the Volunteer Co-ordinator and management

**Partnership**

* To maintain up to date knowledge of, and links with, local services. To identify and feedback possible opportunities for partnership work.
* Develop excellent working relationships with partners in the social care field ensuring that we utilise their services to enhance the best package of support for service users
* To promote the services of MASH and the broader work of MASH to organisations in Manchester who deliver services, and through forums, working groups and presentations
* To work to influence policy and practice changes in other agencies and influence a more positive view in society of our service users, for example by developing and providing training programmes and workshops.

**Monitoring and communication**

* To keep legible and succinct records of all interventions that take place on each outreach session
* Entering and keeping up to date with the input of all relevant information such as case notes, monitoring and statistics onto the relevant systems
* Providing reports as and when requested by management and other agencies
* Develop and maintain excellent channels of communication with the MASH team ensuring that all information from outreach sessions is circulated to the wider team
* To ensure that “dodgy punter” reports are afforded high priority and escalated to the office after each session

**Administration**

* To ensure that the van has all the necessary stocks and equipment before the vehicle leaves the site
* To work in the MASH office to complete administration duties and communicate with the team

**Organisation/team-wide responsibilities**

* Contribute to the delivery of MASH’s aims and objectives, to achieve our vision and strategic mission
* Support the team to achieve our aims by working collaboratively and through a consistent, proactive demonstration of MASH’s values and behaviours
* Attend monthly supervisions, annual performance reviews and team meetings
* Attend meetings or training events, either internal or external, as required by MASH
* Work in-line with the MASH policies, procedures and systems at all times
* A willingness to occasionally work outside of normal office hours as and when required
* Develop and maintain a broad knowledge regarding sex work, locally and nationally and keep abreast of issues facing women involved in sex work such as; domestic violence, substance use, mental health, homelessness, begging, modern slavery and the criminal justice system

## Person specification

Essential:

* A minimum of 3 years’ experience of working with service users in a challenging frontline environment
* To hold a clean current valid driving licence and the ability to drive a large vehicle (manual gears)
* Significant experience of identifying/managing risk and escalating and following safeguarding procedures
* Experience of conducting assessments or triage with service users
* Experience of liaising with a broad range of individuals and organisations and establishing and maintaining professional working relationships
* The ability to take responsibility for the delivery of services on designated outreach sessions and the ability to use integrity and work off their own initiative
* Good organisational and planning skills
* Excellent communication skills
* A commitment to MASH’s vision and way of working

Desirable:

* A recognised qualification in social work, social care, drug interventions and treatments or equivalent
* Experience of working with and supporting volunteers
* A good understanding of harm reduction; drug intervention and treatment; sexual health; homelessness, domestic violence, mental health and modern day slavery.
* Able and willing to work shifts that may be variable times
* Computer competent and able to navigate around electronic systems and input information.

**The post is subject to DBS checks, suitable references, and completion of a 6-month probation period.**