



Job Title: Specialist Support Worker – Outreach & Community

Salary: £29,500 per annum (FTE)

Hours / Working Pattern: Full-time, 37.5 hours per week, Monday to Friday, 8:00am to 4:00pm

Location: Woking, Resource Centre

Reports to: Operations Manager

On-Call: Participation in the on-call rota.

About You

We're looking for someone proactive, motivated, and ready to get stuck in. You'll bring energy and initiative to the role, helping to drive the Resource Centre forward as a safe, welcoming, and inclusive space for people affected by homelessness. You'll be keen to spot opportunities to develop activities, workshops, and peer-led initiatives that support wellbeing, skills, and progression. You'll feel confident taking ownership of the space, building positive relationships with clients, and, as the service grows, there will be potential to support and oversee a small group of volunteers.

Job Purpose

Join a fantastic charity in the heart of Woking and make a real difference to people affected by homelessness. The Specialist Support Worker, Outreach & Community plays a key frontline role in delivering a safe, welcoming, and effective service for clients, both within the Resource Centre and Outreach. Our centre is open Monday to Friday, and the post-holder will facilitate its day-to-day running.

This is a specialist frontline role where you will take ownership of the day-to-day operation of the Resource Centre and outreach services, using your initiative and professional judgment to ensure smooth service delivery and high-quality support for clients. You will provide practical and emotional support, carry out assessments, liaising with our Homeless Support Team to understand how we can help those experiencing homelessness. You will be responsible for maintaining daily record keeping including spreadsheets and a CRM system, and focus on creating workshops, peer-led initiatives, and activities to promote wellbeing, skills development, and progression.

Additionally, the post-holder will lead outreach activity, responding to StreetLink reports, engaging with people sleeping rough, and supporting individuals to access our centre services and explore pathways away from homelessness. The role also includes liaising with local housing authorities, attending partnership meetings, and supporting the senior management team with data reporting. Accountability, professionalism, and leading by example are essential, as the role balances independent responsibilities with team collaboration.

Key Responsibilities

- Lead on the day-to-day running of the Resource Centre, ensuring a safe and welcoming environment.
- Provide practical and emotional support and carry out client assessments.
- Undertake assertive outreach, supporting clients to access housing and other services where applicable.
- Maintain accurate records, updating spreadsheets, our CRM system, reporting on trends and meeting monthly, quarterly and yearly reporting deadlines to senior management team.
- Liaise with local housing authorities and attend relevant partnership meetings to advocate for clients and build strong relationships with our local community, partners both statutory and non statutory.
- Demonstrate professional leadership by managing tasks, client engagement, and service priorities independently, while collaborating with the team.
- Organise and deliver weekly activities, workshops, and peer support sessions.
- Lead by example, demonstrating accountability, honesty, and professional conduct.
- Work in a trauma-informed, person-centred way.
- Participate in on-call rota as required

Person Specification

Essential

- Experience supporting people experiencing homelessness or rough sleeping
- Experience with complex needs, including mental health, substance use, and trauma
- Strong communication, relationship-building, and advocacy skills
- Ability to lead by example, take accountability, and work independently when needed
- Organisational and record-keeping skills, including reporting and spreadsheet management
- Flexible, empathetic, resilient, and positive attitude
- Clean driving licence and access to a vehicle

Desirable

- Experience in outreach, centre-based support, or facilitating groups/workshops
- Knowledge of local homelessness services, housing processes, and benefit systems

Benefits

- ❖ 25 days annual leave plus bank holidays and your birthday off
- ❖ Pension scheme with employer contributions
- ❖ Access to ongoing professional development and training opportunities
- ❖ Medicash healthcare plan



Closing Date: Monday the 23rd March 2026.

Interviews will be held the week commencing Monday the 30th of March 2026.

Please send your CV and Covering letter to Cherisse.Dealtry@yorkroadproject.org.uk