

The background of the cover is a dark, abstract geometric pattern composed of various shades of grey and purple triangles and polygons.

Volunteer Information Pack

Homeless Outreach Volunteer

Our Values

The post holder will be expected to operate in line with our organisational values which are;

- **Value the Individual** – Respect others, ourselves and the people we work with in all that we do
- **Giving of our best** – Showing commitment in our work and to enable young people
- **Caring Deeply** – Have a passion for the work we carry out
- **Providing Creative Solutions** – Show innovation in the approaches we take in supporting young people
- **Communicate authentically and truthfully** – Show openness in our dealings and approaches to people

Title: **Homeless Outreach Volunteer**

Reports to: **Homeless Outreach Team Manager**

Background

This volunteer role is ideal for someone who enjoys meeting new people and is open to stepping outside their comfort zone to provide meaningful support to vulnerable individuals. Volunteers will work alongside our Outreach Team to make a real difference in the lives of those we support. An enhanced DBS check is required for this role (we will coordinate this process).

It would be desirable if you hold a valid driving licence.

Purpose

Our work involves engaging with people who are rough sleeping, often during early morning and late-night shifts, to locate and offer support to those most in need. Once contact is made, our Team assists individuals in accessing safe accommodation and navigating the services that best suit their personal circumstances and challenges. We are currently seeking empathetic, proactive, and sociable volunteers to join our efforts in supporting rough sleepers and those accessing homelessness services across the area of North Somerset.

Key Relationships:

Customers, Managers, Colleagues

Main Responsibilities

BELONG

- Participate in early morning outreach walks (typically between 6am and 8am), covering North Somerset but primarily in the Weston-super-Mare area
- Walk up to 4 miles as part of a team covering known and potential rough sleeping hot spots, between 6am and 8am
- Access training and ongoing support from our team

CONTRIBUTE

- Assist in identifying and engaging with individuals sleeping rough in a respectful, non-judgmental, and trauma-informed manner
- Work alongside the established Outreach workers to offer information and support, including access to emergency accommodation
- Record basic information and observations to support follow-up and referral efforts
- Build professional, trusting and respectful relationships with clients and your surrounding team
- Contribute to a service that makes a significant difference to the lives of people experiencing homelessness.
- Work within the policies and procedures of the Association at all times.

THRIVE

- Make a direct, positive impact during life-threatening weather conditions
- Learn about homelessness and develop valuable outreach and communication skills
- Follow safety guidelines and safeguarding protocols at all times
- Approach the support you provide to be asset based at all times and holistic in its delivery.

Health and Safety

- In carrying out this role you have a duty (under Health and Safety legislation) to take reasonable care for the health and safety of yourself and that of others. This implies taking positive steps to understand the hazards in the workplace, to comply with safety rules and procedures and to ensure that nothing you do, or fail to do, puts yourself or others at risk. This includes managing a safe and secure environment for people who use our services
- This duty includes checking that any person entering YMCA Dulverton Group property has a right to do so and their visit is recorded in accordance with YMCA Dulverton Group procedures

Person Specification

KEY A = Application

I = Interview

Criteria	Essential	Desirable	Assessed by
Experience			
Experience working with individuals experiencing homelessness.		X	A
Experience working in partnership with other professionals and/or organisations.		X	A
Specific experience in a specialist area of support i.e. education & training, substance misuse work, mental health, etc.		X	A/I
Skills & Abilities			
Physically able to walk up to 4 miles, often in cold and wet weather conditions	x		A/I
Excellent communication and interpersonal skills.	X		I
Ability to remain calm, professional, patient and supportive in challenging situations.	X		I
Able to show tolerance, understanding and empathy to each person we work with.	X		A/I
Personal Qualities			
Open to receiving feedback, able to reflect on own practice and keen to learn.	X		I
A willingness to receive basic training on homelessness, safeguarding, and local support services	X		I
Commitment to equality & diversity in the workplace.	X		I
Honesty & Openness.	X		I
Commitment to Safeguarding and H&S and following standards in place.	X		I
Support the Christian ethos of the YMCA.	X		I

Main Terms of the role

Remuneration: All out-of-pocket expenses, are reimbursed.

Location: North Somerset

Hours: Outreach walks generally take place between 6am and 8am, Monday to Friday