



Porchlight

Changing attitudes · Changing lives

Outreach Volunteer (Kent-wide)

Role description

The organisation

Porchlight is a forward thinking and innovative charity, passionate about helping people and communities. We work throughout Kent to help the most vulnerable and isolated people in our communities to access housing and related support services. We help change lives through the following services: Help and Advice; Kent Outreach Service; Young Persons Services; Homelessness Prevention; Supported Accommodation; Community Support and Building Skills. In 2010-11 we supported over 2,300 people to change their lives for the better.

The Service

The Kent Outreach team works throughout the county. Outreach workers will undertake street outreach sessions to locate people who are homeless. These may be early morning or evening sessions and respond to reports from the public and other professionals. All street outreach sessions are conducted in pairs as a minimum.

We respond to any calls notifying us of people sleeping rough. We are also trying to prevent the number of people leaving prison homeless by working in partnership with prison resettlement teams. We run drop-in sessions on a weekly basis in each local authority area, where we assess individual needs, make referrals to support services and provide information and advice. Our workers also specialise in mental health, substance misuse and in helping ex-offenders and young people.

The Role

The Volunteer will assist Outreach staff:

- Using information given to identify areas of rough sleeping
- Conducting street outreach sessions with Outreach staff
- Assisting with client assessments and appointments
- Completion of client satisfaction surveys
- Making referrals to support services
- Supporting Outreach staff in the delivery of drop-in sessions

What we need from you:

- No experience is required
- Enthusiasm and an interest in getting rough sleepers off the streets and into independence
- An awareness of the problems homeless people face
- To be committed to attend relevant training sessions
- Two references will be required
- A full CRB will be sought

Induction/Training

A full induction and specific, relevant training will be provided to prepare all volunteers for their role.