

Role title	Outreach Worker
Purpose of the role	To support NOAH's outreach services by assisting staff to locate and engage with people who are rough sleeping, offering humane, respectful, and practical support aimed at reducing harm and supporting pathways away from street homelessness. The role contributes directly to NOAH's charitable objectives and is carried out under staff direction
What you will be doing	<ul style="list-style-type: none"> • Supporting NOAH outreach staff while travelling to and walking around towns, villages, and rural areas to identify people who are rough sleeping • Assisting staff with welfare checks, under guidance and in line with safeguarding procedures • Engaging respectfully with people who are rough sleeping, offering conversation and signposting to appropriate services • Observing and reporting concerns, risks, or safeguarding issues promptly to the outreach lead or designated staff member • Following health and safety, and safeguarding guidance at all times • Acting as a positive and professional representative of NOAH <p>Volunteers will not be expected to carry out tasks beyond their training or level of responsibility and will work alongside experienced staff.</p>
Skills, experience and qualities needed	<ul style="list-style-type: none"> • Compassion, empathy, and a non-judgemental approach • Good communication and listening skills • Reliability and an ability to follow instructions and procedures • A willingness to learn about homelessness, safeguarding, and professional boundaries <p>The following are desirable but not essential, as training and support will be provided:</p> <ul style="list-style-type: none"> • Knowledge of NOAH services • Understanding of issues surrounding homelessness and rough sleeping • A full driving licence and access to a vehicle (where required for specific outreach areas)
When and where	<ul style="list-style-type: none"> • Outreach activity takes place across Luton and Central Bedfordshire • Shifts vary depending on service need • Please note that outreach shifts may start at 5.00 or 6.00am <p>Volunteering arrangements are flexible and agreed in advance. There is no requirement to commit to set hours.</p>

<p>Support offered</p>	<ul style="list-style-type: none"> • A named staff member as the main point of contact for supervision and support • A structured induction covering NOAH's values, policies, and procedures • Training in outreach working, safeguarding, health and safety, and professional boundaries • Ongoing guidance and regular check-ins with staff • Reasonable out-of-pocket expenses may be reimbursed in accordance with organisational policy.
<p>What you could get out of it</p>	<ul style="list-style-type: none"> • Experience of volunteering within a frontline homelessness service • Opportunities to develop skills relevant to outreach, support work, or the charity sector • Increased understanding of homelessness and related social issues • The satisfaction of contributing to work that supports people who are homeless or at risk of homelessness
<p>Other relevant information</p>	<ul style="list-style-type: none"> • This role is subject to an enhanced Disclosure and Barring Service (DBS) check due to work with adults who may be vulnerable • Volunteers must have the physical ability to walk several miles and spend time outdoors in varying weather conditions • Volunteers are required to comply with NOAH's policies and procedures, including safeguarding, equality and diversity, health and safety, confidentiality, and data protection (UK GDPR) • NOAH is committed to equal opportunities and welcomes volunteers from all backgrounds
<p>What to do if you're interested</p>	<p>Fill out a volunteer application form on our website or email volunteers@noahenterprise.org and we will send you a form</p>

Roles may be flexible – please contact us if you have any questions