

Job Description

Outreach Worker – Homeless Navigator Project

Part time – 30 hours per week

For over 50 years, Cyrenians has tackled the causes and consequences of homelessness. We understand that there are many routes into homelessness. And that there is no 'one size fits all' approach to supporting people towards more positive and stable futures.

Our mission is to tackle the causes and consequences of homelessness through learning from lived experience; by delivering targeted services which focus on prevention, early intervention and support into a home; and by influencing changes in legislation and policy.

Our way of working is built on four core values, which are at the heart of all our work and decisions:

Compassion Respect Integrity Innovation

[Read more about us and our values](#)

1 General

The Homeless Navigator Project is a service that seeks to establish and develop trusting and supportive relationships with people who are rough sleeping or vulnerably housed on the streets of Edinburgh.

We have had a great deal of success in supporting people into long term housing solutions but unfortunately homelessness continues to affect an increasing number of people. Rough sleeping, in particular, remains a problem in Edinburgh and this project provides support to people who are unable to make use of existing housing services. Our relationship-based support has been successful in helping people to move away from the streets and we aim to build upon this.

You will operate mainly in an outreach capacity, engaging with those you encounter on the streets, with follow-up casework where required. The work focusses predominantly on the centre of Edinburgh, covering a walking route of 3-5 miles but there are also occasions where we are alerted to sites in the outlying parts of Edinburgh that we seek to respond to also.

2 Tasks and Responsibilities

Performing street-based outreach sessions

- Seek out those rough sleeping and vulnerably housed in Edinburgh and engage with them, to understand their circumstances and offer support

- Be prepared for this to take time, be persistent where required, and not give up easily.
- Develop relationships that are effective for those who live a street-based lifestyle.
- Provide advice and signposting into services such as health, housing and substance misuse.
- Work collaboratively with internal and external partners from sectors including homelessness, health, employability and community justice.

Monitoring

- Collect real-time data on the impact of our work - using our bespoke mobile app to record all contact made
- Record case notes about longer-term one-to-one support using our Lamplight system and other software packages

Safeguarding

- Comply with organisational and legislative requirements in relation to the protection of vulnerable groups, such as Adult Protection and Public Protection
- Comply with and adhere to risk assessments and policies relating to the environment we work in.
- Identify and mitigate any hazards we may encounter in community-based settings
- Follow our lone working reporting procedures to always ensure safety

Learning and Development

- Participate in the training provided in relation to the role and the wider organisation including all mandatory in-house training (health and safety, GDPR, sexual harassment, EDI).
- Attend reflective practice sessions.
- Provide opportunities for students from a range of clinical and other backgrounds to shadow, observe and learn.
- Deliver workshops, agency visits and learning opportunities based on the work of the Navigator project.
- Contribute to a public health approach to homelessness prevention by providing case studies, stories and learning from service delivery to a range of audiences
- Participate in service team/planning meetings and reviews.
- Participate in annual performance review and supervision sessions.
- Undertake training which is appropriate to the project's needs.
- Undertake other tasks as required by the Outreach/Home Pillar Services.

Practical considerations

As part of a team of two, you will be expected to undertake five outreach shifts per week, which will include significant amount of walking and being outside in a variety of weather conditions.

There will also be the occasional evening work (e.g. Social Bite dinners once per month) time back for which will be given within working week hours.

3 Person Specification

Knowledge and Experience	
Experience of working, and establishing trusted relationships, with people experiencing complex social and emotional circumstances	Essential
Knowledge of rights and entitlement pertaining to homelessness in Scotland	Essential
Knowledge of support services available to the homeless and people at risk of homelessness.	Essential
Experience of delivery services to / engaging with people begging or spending time on the streets.	Desirable
Skills	
Ability to work as part of a team.	Essential
Ability to work autonomously without everyday supervision	Essential
Excellent verbal and written communication skills	Essential
Excellent IT skills.	Desirable
Values and attributes	
Committed to supporting and advocating for those who face disadvantage or stigma	Essential
Committed to the demonstration of respect and compassion towards those we work with.	Essential
Organised and flexible.	Essential

4 Terms & Conditions

<u>Employer:</u>	Cyrenians
<u>Line Manager:</u>	Outreach Services Manager
<u>Liaison with:</u>	Cyrenians Outreach Services
<u>Workplace:</u>	The role will be carried out on the streets of Edinburgh. The office base is Norton Park, Albion Road, EH7 5QY
<u>Working Hours:</u>	30 hours per week: Monday 9.00am - 3.00pm Tuesday 9.00am - 4.30pm Wednesday 9.00am - 4.30pm Thursday 9.00am - 5.00pm Friday 9.00am - 2.30pm
<u>Annual Leave</u>	28 days plus 10 public holidays, pro rata
<u>Salary:</u>	£27,022 - £28,744 pro rata (scale points 20-24). This equates to £21,909 per annum for a 30-hour week on scale point 20.
<u>Pension:</u>	Auto-enrolment into Qualifying Workplace Pension Scheme (QWPS) which is a Group Stakeholder Pension Scheme paid by salary exchange. Current contributions being 5% employee and 3% employer. Option of enhanced Employer contributions to the same QWPS of 6% initially,

Disclosure: rising to 9% after 2 years and 12% after 5 years
(subject to employee contributions of 6%)
PVG membership required (protected adults)

5 Application Deadline and Interview Dates

Closing date: 9am on Monday 13th July 2026
Interview date: 20th July 2026
Second stage: TBC

Please refer to our Recruitment Information PDF for further guidance on completing and submitting your application form.