



Homeless Outreach Support Apprentice – Bradford Homeless Outreach Partnership

HOURS: 35 hours per week

SALARY: £7.55 per hour

ANNUAL HOLIDAYS: 6 weeks plus Bank Holidays

LOCATION: Bradford

Job Description

REPORTS TO:

The Homeless Outreach Support Apprentice will engage with individuals experiencing street homelessness in Bradford, providing essential support, signposting to services, and helping them move towards stable accommodation. This role is ideal for those wanting to achieve a Customer Service Level 2 apprenticeship qualification who are looking to make a difference in their community.

RESPONSIBILITIES:

1. Outreach & Engagement

- Assist in identifying and approaching people sleeping rough in Bradford.
- Build trust with individuals to encourage engagement with support services.
- Offer a compassionate, non-judgmental approach to all service users.

2. Immediate Support & Basic Needs Provision

- Distribute food, clothing, hygiene kits, and blankets.
- Help clients access emergency accommodation where possible.
- Signpost individuals to appropriate health, social care, and housing services.

3. Health & Wellbeing Support

- Support individuals to attend medical appointments and liaise with healthcare professionals.



- Identify people with mental health or substance misuse and refer them to specialist services.
- Promote healthy lifestyle choices and encourage engagement.

4. Administration & Reporting

- Maintain accurate records of interactions and support provided.
- Assist in gathering data for reports on homelessness trends and service impact.
- Work within safeguarding guidelines to ensure the safety of all individuals.

5. Community Awareness & Advocacy

- Help raise awareness about homelessness and challenge stigma in the community.
- Work alongside partner agencies, including charities, social workers, and the local authority
- Participate in training and team meetings to improve outreach strategies.

Note: This is a job outline only and seeks to set out the principal purpose and functions of the role; it may therefore be subject to change. For management and specialist roles, colleagues will be responsible for the determination, assessment and management of risk.

Safer Recruitment

Horton Housing is committed to safe and fair recruitment, safeguarding and protecting the people that we support. The majority of positions here at Horton will require a fully completed application form and an enhanced DBS check to identify and reject applicants who are unsuitable to work with children or young people.

Person Specification

ESSENTIAL

- Any GCSE's
- Excellent verbal or written communication skills
- Understanding of support work and the support needs of the people we support.
- Knowledge of ICT and familiarity with common PC functions
- Enhanced CRB Disclosure check must be satisfactory
- Understanding of Equality & Diversity
- Ability to communicate clearly
- Motivation and ability to develop support related skills and ability and put learning into practice
- Motivation to learn about support work
- Willingness and ability to follow instruction, direction and guidance



- Willingness to undertake the academic training required for the apprenticeship
- Willingness to undertake additional training to further knowledge and skills relating to the post

In addition to the above, it is expected that you will:

- Maintain professional boundaries
- Have a commitment to Equality, Diversity and Inclusion
- Are willing to undertake any further training required
- Are able to work flexibly to meet the needs of the service/department

About the department

The Bradford Homeless Street Outreach Service is dedicated to supporting individuals experiencing homelessness by providing direct, on-the-ground assistance. Our team actively reaches out to those sleeping rough, offering immediate support, essential supplies, and pathways to long-term solutions.

Our Mission

We aim to:

- Identify and engage with people experiencing street homelessness.
- Provide immediate assistance, including food, clothing, and hygiene products.
- Connect individuals with local services such as shelters, mental health support, and addiction recovery programs.
- Offer compassionate, non-judgmental support to help people move towards stable housing and a better quality of life.

What We Do

Street Outreach & Engagement

Our trained professionals and volunteers visit key areas where people are sleeping rough. We build relationships based on trust and respect, ensuring that individuals know they are not alone.

Basic Needs Support

We provide food, warm clothing, sleeping bags, and hygiene kits to those in immediate need. These small acts of kindness help to restore dignity and provide comfort in difficult times.

Mental Health & Addiction Support

Many people experiencing homelessness struggle with mental health issues or substance dependence. We connect them with specialist services that offer professional care and support.



Access to Housing & Services

We work closely with the No Second Night Out hostel's, housing providers, and support organisations to help people find suitable accommodation. Our team assists with referrals and advocates for those needing extra help.

Community Awareness & Education

We raise awareness about homelessness in Bradford, challenging misconceptions and encouraging the community to support our mission.

Why Our Service is Essential

Homelessness is a growing challenge in Bradford. Without direct outreach, many individuals may remain disconnected from the help they need. Our service ensures that people sleeping rough are not left behind—we bring support directly to them, offering hope and practical solutions.

