

# JOB DESCRIPTION

POSITION: Senior Outreach Coordinator

RESPONSIBLE TO: Chief Operational Officer

## OVERALL PURPOSE OF THE JOB

To provide operational leadership and oversight of the Outreach Service at Anchor House, ensuring high standards of housing support are delivered to vulnerable adults. This includes managing a small team of Support Workers, maintaining a caseload of clients, and ensuring that the service operates in line with Anchor House values, policies, and regulatory standards. The Senior Support Worker will also deputise across other Anchor House services during periods of absence.

## KEY RESPONSIBILITIES

### 1. Leadership and Team Management

1. Provide day-to-day line management and professional supervision to Outreach Project Workers.
2. Support staff development through coaching, training, and performance review in line with Anchor House’s supervision framework.
3. Ensure rotas, cover, and caseload allocation meet service demands, including crisis response and emergency support.
4. Foster a trauma-informed, compassionate team culture aligned with Anchor House's ethos.
5. Support staff in managing complex or high-risk cases, promoting reflective practice and shared learning.
6. Deputise for senior staff in other Anchor House services as required, ensuring a consistent approach to management, safeguarding, and service delivery across the organisation.
7. Manage a small caseload of clients alongside leadership duties, ensuring a balance between direct support and team coordination responsibilities.

### 2. Service Delivery and Quality Assurance

1. Ensure all support plans, risk assessments, and case notes are completed to a high standard, audited regularly, and meet legal and organisational standards.
2. Lead on client reviews, allocations, and transitions, ensuring seamless handovers and multi-agency input.
3. Respond to safeguarding concerns, incidents, or complaints appropriately and in line with policy.
4. Monitor key performance indicators (KPIs) for the service, including waiting lists, support hours, and outcomes achieved.
5. Promote client involvement in shaping service delivery and ensure client rights and dignity are central.

### 3. Multi-Agency and Partnership Working

1. Represent Anchor House at external forums, case conferences, and multi-agency meetings.
2. Build and maintain strong partnerships with housing providers, social work teams, mental health services, and other stakeholders.
3. Act as the main point of contact for escalation and collaboration with partner agencies.

### 4. Operational and Strategic Development

1. Contribute to service improvement initiatives and operational planning within Anchor House.
2. Support the Chief Operational Officer with reporting, funding returns, and impact measurement.
3. Identify gaps in service provision and contribute to project proposals or new initiatives.
4. Ensure services are aligned with relevant regulatory frameworks, including the Scottish Social Services Council Codes of Practice.

### 5. Health, Safety and Compliance

1. Promote a culture of safety and wellbeing, ensuring all staff adhere to Health & Safety policies.
2. Ensure incidents, accidents, and near misses are recorded, reported, and responded to appropriately.
3. Ensure compliance with GDPR and confidentiality standards in all aspects of client and team data handling.

## PERSON SPECIFICATION

Essential:

* SVQ Level 3 (or higher) in Social Services or equivalent
* Experience of providing housing or community support to vulnerable adults
* Experience of supervising or mentoring staff
* Strong organisational and communication skills
* Competent in risk assessment and case planning
* Commitment to trauma-informed and person-centred practice
* Full UK driving license and access to a vehicle.

Desirable:

* SVQ Level 4 or above in Leadership and Management
* Experience in service development or reporting
* Knowledge of local authority procedures and safeguarding frameworks
* Familiarity with Supporting People outcomes and/or SSSC standards

## ADDITIONAL INFORMATION

* Post is subject to PVG membership
* Flexible working required, including occasional out-of-hours support
* Postholder may be required to work across Anchor House services or locations