



Job Description

Title:	Outreach Support Worker
Accountable to:	Director of Helpline Services
Responsible for:	Client Support
Location:	Walsall with travel across Birmingham, Sandwell and Wolverhampton
Contract Type:	Fixed Term Contract for 1 year
Working Hours:	21 hours per week
Benefits:	25 days holiday plus bank holidays (pro rata), Pension Scheme, Flexible working arrangements, Birthday leave after 1 years' service, Paid mileage for travel to locations other than base location.

Job Summary:

We are seeking a compassionate and dedicated Outreach Support Worker to provide trauma-informed, person-centred support to women navigating pregnancy, pregnancy loss, or motherhood challenges, in the Criminal Justice System, both within the prison system and following their release.

This role involves delivering both practical and emotional support, empowering women to rebuild independent lives in the community and to help reduce reoffending. You'll work closely with individuals, families, and partner agencies to ensure successful reintegration and promote well-being across Walsall, Birmingham, Sandwell and Wolverhampton.

Key Responsibilities:

- Deliver face-to-face and virtual support to women in prison and on release, using a trauma-informed approach.
- Provide practical support to clients helping them to adjust to independent living and reintegrating into the community.
- Conduct needs assessments and develops tailored, person-centred support plans, using the appropriate pathways.
- Plan, design, and facilitate workshops that are responsive to the varying educational levels and learning styles of clients, ensuring sessions are inclusive, practical, and aligned with individual support goals.

- Provide one-to-one and group-based upskilling sessions on topics such as pregnancy, parenting, and self-worth.
- Maintain accurate records and case notes in line with organisational policies using IT systems.
- Attend and contribute to monthly supervision for professional development and wellbeing.
- Facilitate referrals and ensure clients are informed and are supported to access an appropriate range of support services through a multi-agency approach.
- Conduct regular review of support plans with clients to ensure any support services are relevant and needs are being met, including reviewing the needs assessment.
- Ensure safeguarding procedures are followed, including report writing for social care when required.
- Organise and participate in regular meetings with clients and partner organisations to gather feedback, promote collaboration, and facilitate meaningful contributions to continuous service improvement.
- Actively share insights and feedback from client interactions and partner engagement to inform and support the development and enhancement of service delivery.
- Contribute to ongoing research, design, and development of service delivery.
- Support and collaborate with volunteers in delivering services.
- Champion the organisation within professional networks and seek opportunities for partnership and collaboration.
- Promote equality and diversity in all aspects of service delivery.

Qualifications & Experience:

Essential:

- Experience providing support to vulnerable individuals in a community or custodial setting.
- Understanding of trauma-informed and person-centred support approaches.
- Strong interpersonal and communication skills, both written and verbal.
- Ability to maintain professional boundaries and detailed records.
- Confidence in working independently and collaboratively.
- Full UK driving licence and ability to travel across Walsall, Birmingham, Sandwell and Wolverhampton.
- Will need to clear enhanced DBS and HMP vetting process.

Desirable:

- Knowledge of issues surrounding pregnancy, parenting, and maternal mental health.
- Experience working with women in or leaving the criminal justice system.

- Experience in delivering upskilling sessions with clients.
- Familiarity with safeguarding policies and multi-agency working.

Personal responsibilities:

- The post holder must assume responsibility for their own professional and personal development (supported by Life where appropriate) to ensure their continuing competence to deliver Life's requirements.
- A key component of development is being fully aware of regulatory and legal requirements impacting on operational services and ensuring that all staff within those services are aware of and deliver their individual responsibilities

Safeguarding Children & Adults at Risk of Harm:

- Safeguarding is everyone's responsibility, and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and adults at harm of risk.
- Familiarisation with, and adherence to, the appropriate organisational Safeguarding policies and any associated guidance is an essential requirement of all employees as is participation in related mandatory/statutory training.
- All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally, then you must seek clarification from your immediate line manager as a matter of urgency.
- Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regards to Safeguarding Children and Adults at Harm of Risk.
- All employees will be expected to undertake a full DBS check.

Corporate behaviours:

All staff are expected to:

- Work towards the charity's aims and objectives, and uphold its vision and mission
- Operate in line with our core workplace values which are:
 - Humanity – All people are special and equal
 - Solidarity – We're with you and for you
 - Community – We're better together

- Charity – Doing good for one another
- Common Good – Building a better world
- Demonstrate respect for others and value diversity
- Act responsibly regarding the health and safety of themselves and others
- Focus on the client and customer, both internally and externally, at all times
- Make an active contribution to develop the service
- Learn from, and share experience and knowledge
- Keep others informed of issues of importance and relevance
- Consciously review mistakes and successes to improve performance
- Act as an ambassador for the charity and always maintain professional standards
- Use discretion and sensitivity and be aware of issues requiring total customer confidentiality
- Demonstrate a flexible approach to their work
- Abide by and take responsibility for the obtaining, storage, processing and sharing of any personal data within the meaning of the General Data Protection Regulations 2018 and as defined in the relevant Life policies for all aspects of service delivery and working practice, paying particular attention to the protection of personal information in any form and by whatever means it is accessed by you.

In addition, all managers and supervisors will be expected to:

- Value and recognise ideas and the contribution of all team members
- Coach individuals to perform to the best of their ability
- Delegate work to develop individuals in their roles and realise their potential
- Provide support, feedback and guidance to all team members and encourage their team to achieve work/personal life balance

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post holder will perform. The job description will be reviewed regularly and may be changed in consultation with the post holder.

Post title:

Personal skill characteristics	Essential (Tick)	Desirable (Tick)
Values & Behaviours		
Ability to demonstrate, understand and apply our workplace values. These are embedded in all roles and employees must evidence their attitudes/behaviours	✓	
Committed to the vision, mission and values of the charity	✓	
Leadership		
Ability to be pro-active and contribute to the development of services	✓	
Ability to influence and gain respect from colleagues within the charity, and from external contacts	✓	
Business Management / Service Delivery		
Proven team working skills and commitment to the vision and values of the charity	✓	
Flexible and adaptable to the team and services needs	✓	
Experience / Knowledge / Qualifications		
Proven experience of working within a charity in a similar role		✓
Proven experience of working within a similar role in a related sector	✓	
Recognised listening skills or counselling qualification		✓
Experience of needs assessment and support planning	✓	
Experience of writing reports for safeguarding purposes	✓	
Understanding the needs of vulnerable people, promoting equality in all aspects of service delivery	✓	
Computer literate, with knowledge of MS Office and other CMS packages	✓	
Administration skills and ability to deal with complex enquires and clients	✓	
Experience of Safeguarding Children & Adults	✓	
Experience or knowledge of the criminal justice system		✓
Ability to make decisions with confidence		✓

Proven experience of working with a maternal/women's related sector		✓
Communication		
Strong verbal and written communication skills	✓	
Communicates effectively and openly at all levels	✓	
Experience of communicating effectively with a wide range of people to identify their needs, preferences and demands	✓	
Ability to promote the charity to a wide range of individuals and external contacts	✓	
Personal		
Commitment to quality, customer service, best practice and best value in all aspects of the charity's operation	✓	
Ability to work with people at all levels	✓	
Positive outlook and approachable personality	✓	
Ability to work on own initiative	✓	
Handles pressure of meeting deadlines and supports others where possible	✓	
Ability to prioritise workload and plan time	✓	
Commitment to own personal and professional development	✓	
Ability to motivate others and work as part of a team	✓	
Internal Use Only		
Approved By: Liz Lloyd	Issue	
No:		
Approved Date: 21/08/2026	Review Date:	