

Job Role

Link Worker – The Harbour Scheme

Overview

Department	The Harbour Scheme
Line Manager	Client Services Manager
Day to Day Practice Support	Senior Link Worker
Salary	£27,000 per annum
Hours	Average of 34 hours per week on a rolling rota, including evenings and some weekends. Participation in the Harbour out-of-hours on call rota is required
Contract	Permanent for 3 years funded within this role, with employment continuation subject to funding beyond the grant period
Entitlements	3% employer pension contribution

Main purpose of the role

The Link Worker will work with people experiencing rough sleeping, building the relationships and trust that can help them move from the street into accommodation and towards greater stability.

This is a practical, relationship-based role. Link Workers will spend time on street outreach, work alongside people moving into The Harbour or the HHT Hostel and continue to support them during the important early period after they have moved indoors.

The role works across The Harbour, street outreach, Brew Crew and the wider HHT accommodation pathway. Link Workers will work with people experiencing some of the most complex circumstances in Great Yarmouth, including people who may have experienced long periods of rough sleeping and found it difficult to engage with traditional services.

The postholder will work closely with the Senior Link Worker, Harbour Workers, Hostel Workers, the Lived Experience Collective and partner agencies to make sure support is coordinated around the individual.

Our approach is based on trust, consistency and relationships. We recognise the impact of trauma and understand that change does not always happen in a straight line. People will be treated with respect, involved in decisions about their lives and supported to make their own choices.

Main responsibilities

1. Outreach and Building Relationships

- Undertake proactive street outreach across Great Yarmouth.
- Build trusting and consistent relationships with people experiencing rough sleeping.
- Engage with people who may have had difficult experiences of services or who find it hard to trust and engage.
- Meet people where they are and work at a pace that supports meaningful engagement.
- Work flexibly across outreach, The Harbour, Brew Crew and other community settings.
- Maintain contact and relationships as people's circumstances change.

2. Supporting People

- Hold a caseload and provide practical, person-centred support.
- Work alongside people to identify what matters to them and the changes they want to make.
- Help people access health, substance use, benefits, housing and other services.
- Advocate for people when they experience barriers to getting the help they need.
- Support people through setbacks while recognising their strengths and potential.
- Maintain clear and appropriate professional boundaries.

3. Moving from the Street into Accommodation

- Identify through outreach people who may benefit from The Harbour or the HHT Hostel.
- Work with the Senior Link Worker and HHT's agreed referral process to support access to accommodation.
- Help people prepare for and make the move from rough sleeping into accommodation.
- Continue providing intensive Link Work support during the early stages of that move, recognising that this can be a particularly vulnerable time.
- Work alongside Harbour Workers and Hostel Workers so that support is consistent and responsibilities are clear.
- For people moving into the Hostel, gradually reduce Link Worker involvement as they become more settled and established with the Hostel team.
- Maintain Link Work support throughout a person's stay within The Harbour and through the relevant stages of their accommodation pathway.

4. Working Safely with Complexity

- Get to know the person and understand what may be behind behaviour, rather than responding only to what is happening in the moment.
- Recognise when someone's behaviour, circumstances or wellbeing may create concerns for them or for other people.
- Respond calmly and proportionately, considering both the individual's needs and the safety of others.
- Complete and review risk assessments and support plans with the individual wherever possible.
- Recognise and respond appropriately to safeguarding concerns.
- Share concerns and seek guidance from the Senior Link Worker or Client Services Manager when needed.
- Use team discussion and reflective practice to think through difficult situations and agree consistent ways of working.



5. Our Practice

- Work in a trauma-informed, psychologically informed and harm minimisation way.
- Treat people with dignity, respect and without judgement.
- Recognise that people are the experts in their own lives.
- Involve people in decisions which affect them.
- Recognise strengths and abilities as well as needs and difficulties.
- Understand that behaviour often has meaning and seek to understand what is happening for the person.
- Be persistent and consistent while respecting people's choices.

6. Working with Others

- Work closely with the Senior Link Worker, Harbour Workers, Hostel Workers and other HHT colleagues.
- Develop good working relationships with health, substance use, mental health, probation, social care, housing, voluntary organisations and other services.
- Attend multi-agency meetings where appropriate.
- Advocate for people where they experience barriers to accessing services or support.
- Work alongside the Lived Experience Collective and Collective Lead.
- Encourage opportunities for peer support, meaningful activity and connection with the wider community.
- Share relevant information appropriately so that people receive coordinated support.

7. Being Part of the Team

- Contribute to a consistent Link Work service across the seven-day rota.
- Keep accurate and timely records.
- Participate in team meetings, supervision, case discussions, reflective practice and training.
- Participate in regular reflective practice with Herring House Trust's Counsellor, providing a safe space to think about complex situations, the impact of the work and how our own responses can influence the way we support people.
- Share information and learning with colleagues.
- Ask for support when needed and be open to discussion and challenge.
- Contribute ideas to the development of The Harbour and Link Work service.
- Work in accordance with Herring House Trust's policies, procedures and values.
- Undertake other reasonable duties appropriate to the role.

Working hours

The Link Work service operates seven days a week. Link Workers work an average of 34 hours per



week across a rolling rota, which includes daytime, evening and weekend working. There is no routine overnight working within the role.

We recognise that this can be demanding work and that having a good balance between work and life outside work is important. The Link Worker posts have therefore been designed around a 34-hour working week, allowing regular time away from the work.

Street outreach will always be undertaken with two members of staff and there will be no lone working on street outreach.

Link Workers will participate in the Harbour out-of-hours on-call rota, for which an additional on-call payment is made.

As part of a small 24-hour team, Link Workers will occasionally be asked to cover additional shifts for colleagues' annual leave or sickness; any additional hours worked will be paid in accordance with HHT's arrangements.

Person specification

Qualifications

No formal qualification is required; relevant experience, an understanding of trauma-informed practice and the ability to build effective relationships with people experiencing homelessness is essential.

The ability to maintain clear and accurate records, including case notes, support logs and other written documentation is essential and a willingness to work towards the CIH Level 3 Certificate in Rough Sleeping Outreach Services is desirable.

Essential Experience

- Experience of working with people experiencing homelessness, rough sleeping, multiple disadvantage or similarly complex circumstances.
- Experience of building relationships with people who may find it difficult to trust or engage with services.
- Understanding of trauma-informed working and how trauma and previous experiences can affect behaviour, relationships and engagement with services.
- Experience of providing practical, person-centred support.
- Experience of working with other services or agencies.
- Experience of recognising and responding to safeguarding concerns.

Desirable Experience

- Experience of street outreach or community-based work.
- Experience of supporting people moving into and sustaining accommodation.
- Experience of psychologically informed or harm minimisation approaches.



Skills and Knowledge

- Excellent communication and relationship-building skills.
- Able to engage people respectfully and without judgement.
- Able to remain calm and think clearly when situations are difficult.
- Able to understand behaviour in context while maintaining clear boundaries and considering the safety of everyone involved.
- Good assessment, support planning and recording skills.
- Understanding of safeguarding.
- Able to work independently and as part of a team, with ability to work flexibly across a seven-day service.
- Willing to learn and reflect on practice.