

Outreach Manager (Women's Services)

Project Management, Outreach, Safeguarding, Networking, Training, Research, Volunteers

The Outreach Manager is responsible for the development, implementation and running of Yada's outreach services, The Esther Project (TEP), management of the TEP Team and for the development of our network and partnership work.

Line Manager: Operations Manager/CEO

Hours/Days: Full Time (28-35 hours per week, Monday to Friday)

Salary: £30,102.80 pro rata

Start date: 21st July 2025

Contract: Two years fixed term, to be extended, subject to funding

Location: Yada Offices, West Worthing/Chichester

This post is open to female applicants only as being female is deemed to be a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.

Key responsibilities:

Outreach: The Esther Project

- Implement strategy for development of The Esther Project
- Oversee Netreach (online outreach), initial contact, visits to service users and manage ongoing contact, ensuring data protection and PECR/GDPR guidelines are adhered to
- Manage referrals in and out of TEP, including management of own caseload and allocation of referrals within the Outreach Team
- Line management of TEP Outreach staff inc monthly supervision and debriefings
- To support the team to assess the needs of service users and ensure the appropriate support provision is given
- Work collaboratively with other support agencies including charities and statutory services for the benefit of the service users, including safeguarding activities
- Manage Monitoring and Evaluation of TEP
- To host/lead monthly TEP Team meetings
- To participate in bi-monthly safeguarding meetings
- Act as Safeguarding Deputy, responsible for safeguarding management across The Esther Project
- Keep an up-to-date record of all visits on Lamplight, recording safeguarding incidents and any further actions needed
- Review risk assessments and safety plans for outreach
- Oversee management and support with delivery of TEP workshops
- Oversee in-house counselling process and monitoring
- Ensure all outreach materials and resources are up to date and available for staff and volunteers
- Support Yada CEO with management of TEP Budget

- Assist in the training of all staff and volunteers for TEP
- Act as Yada's First Aider (training provided)

Network, Training, Research & Learning

- To work alongside the Training Lead on developing and delivering training around supporting women in the sex industry
- To build and maintain strong connections with local services, especially in relation to TEP including Probation, Prison Services, Council, Police, homelessness, domestic violence, mental health and substance misuse charities
- Attend monthly partner drop-ins across coastal West Sussex
- To keep up-to-date with research that is relevant to the field and allow this to inform practice of the Yada team
- Represent TEP at partner meetings as appropriate
- Support monthly review of Yada policy in relation to TEP
- Support outreach work with local Police
- Support Yada partnership development with Sussex Police
- With the Operations Manager/CEO, when appropriate, represent TEP on regular Sussex wide network meetings such as Sussex Police Sex Working Portfolio & Subgroup and Pan Sussex Sexual Violence/Abuse (SVA) meeting

TEP Volunteer Coordinator

- To ensure that all aspects of the recruitment, selection and induction process of TEP volunteers functions effectively and safely
- To manage TEP volunteer rota for netreach
- To advertise new posts and oversee the selection process
- To take a lead on interviews and follow up of applications
- To liaise with Yada Operations Manager/CEO to ensure DBS checks are up to date
- To run and manage TEP volunteer induction process
- Support development and regular review of the volunteer policy
- To offer regular training and supervision for TEP volunteers

Other Duties

- To support the Yada Operations Manager/CEO with strategy and the development of Yada
- To attend monthly team meetings and be an active member in decision making for Yada's future
- To prepare TEP reports for quarterly Trustee meetings and fundraising feedback reports
- Other duties from time to time as we may reasonably require

Outreach Manager Person Specification

Essential

- Proven experience of working with vulnerable women such as within homelessness sector
- Experience of leading a small team
- Excellent communication and listening skills
- Level 2 Counselling Skills or equivalent
- Knowledge of safeguarding policies and processes
- Ability to be comfortable with taking the lead on, or deputising for, safeguarding referrals within the team
- Willingness and openness to learn
- Comfortable with change
- Ability to work independently
- Ability to build strong relationships and partnerships
- Initiative to develop and try out new ideas
- Highly organised, able to manage workload unsupervised
- Developed sense of self-awareness and ability to work with different points of view
- Able to work within Yada's vision, mission and Christian ethos
- Driving Licence and own transport
- Strong IT skills (Word, Excel, Database)

Desirable

- Experience of working with women who have been sexually exploited, such as in the sex industry
- Experience of acting on and leading safeguarding referrals
- Experience of drop-in and/or 1:1 case work
- Experience of line management
- Experience of delivering training/presentations/workshops
- Experience of maintaining clear boundaries, crisis management skills and ability to cope with stressful client based situations
- Experience of working within a trauma and gender informed approach
- Experience of conducting/recording online research
- Experience of managing volunteers
- An understanding of current issues around the sex industry, sexual exploitation and/or sexual trafficking
- Qualification in counselling, social work, nursing, mental health, probation and/or significant work/life experience

How to Apply

Please send a CV and cover letter, specifically addressing the Job Description and Person Specification, to helen@yadauk.org by midnight on Friday 20th June 2025.

Please note that we are actively interviewing so early applications are advisable.