



**Yorkshire
Housing**

Safeguarding and Outreach Lead

July 2026



Key information about the role



Safeguarding and Outreach Lead



Business area:
Places and Customer Engagement



Reports to:
Operations Manager – ASB,
Enforcement and Support



Leader of others:
Yes



Contract type:
Agile



Budget holder:
No



Car Allowance:
Yes



DBS check required:
Yes



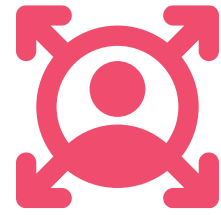
About the role

Role purpose

To provide operational leadership and management of Yorkshire Housing’s safeguarding and outreach function, ensuring statutory compliance, best practice, and a culture of continuous improvement.

The Safeguarding Lead will be responsible for the management and development of the safeguarding and outreach expert, overseeing all safeguarding activities, and driving service excellence for at-risk customers. The role will champion safeguarding across the organisation, lead on complex cases, and ensure robust governance, reporting, and learning mechanisms are in place.

Here's some of the things you'll be doing



We're Yorkshire by name and by nature. And we make it possible for people to have a place they're proud to call home, whether that's to rent or to buy. It's our people that make that happen, and here's how you'll be supporting:

Key responsibilities:

- Lead, manage, and develop the safeguarding and outreach expert, providing supervision, support, and professional development.
- Oversee and review all safeguarding cases, ensuring timely and effective action to minimise risk.
- Provide quality assurance for safeguarding concerns, action plans, and case audits.
- Lead on the production of annual reports, statutory returns, and high-profile correspondence (e.g., MP/Ombudsman letters).
- Drive compliance with the Care Act 2014 and other statutory requirements, ensuring Yorkshire Housing remains at the forefront of best practice.
- Lead on the development, review, and implementation of safeguarding policies, procedures, and internal materials (including website and central resources).
- Champion lessons learnt processes, facilitating feedback and ensuring recommendations are implemented.
- Oversee safeguarding-related projects and the delivery of the Safeguarding Work Plan.
- Design and deliver training and knowledge-sharing events, embedding learning across the organisation.
- Develop and maintain effective relationships with internal and external partners, representing Yorkshire Housing at sector events.
- Lead on data recording and analysis for safeguarding demographics and reporting.
- Ensure robust governance of safeguarding reviews and audits, with clear accountability.
- Act as the subject matter expert (SME) for safeguarding, providing advice at all levels, including senior leadership.
- Support the recruitment, induction, and line management of safeguarding apprentices or other team members as required.
- Proactively identify service improvements and contribute to strategic planning for safeguarding.
- Support new customer sign-up processes, ensuring additional needs and vulnerabilities are identified and addressed
- Promote a culture of equality, diversity, and inclusion within the safeguarding function



As you can imagine, the above might not be all you'll be responsible for in role so you might be asked to take on some other key responsibilities if they're suitable for your role.

So, what will you bring to the role?



The main things:

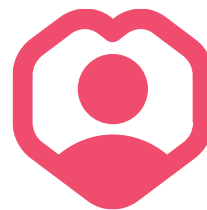
- Ability to lead and manage colleagues effectively, using a high support/high challenge approach.
- Skilled in motivating, coaching, and developing colleagues to achieve their full potential.
- Ability to embrace, influence, and lead change, bringing teams along positively. Customer-obsessed mindset with a strong drive to deliver excellent service and achieve high performance.
- Can-do attitude with a commitment to continuous improvement for customers and colleagues. Excellent communication and interpersonal skills, with strong influencing and negotiation abilities.
- Ability to represent Yorkshire Housing positively at partnership meetings and build effective networks.
- Strong written and verbal communication skills to engage colleagues and customers at all levels. Passion for safeguarding vulnerable and at-risk customers, with empathy and a person-centred approach.
- Up-to-date knowledge and experience in safeguarding, including working with Local Authorities and partnerships.
- Experience supporting customers experiencing domestic abuse and understanding relevant legislation and guidance. Understanding of equality, diversity, and inclusion and its application in service delivery.
- IT and social media savvy, able to use technology and data to improve services and inform decisions.
- Excellent organisational skills with attention to detail, ability to prioritise, work at pace, and manage competing deadlines.
- Certificate in Housing (Ofqual regulated) or CIH qualification, or willingness to work towards.
- Knowledge of the regulatory framework, including the Regulator of Social Housing and Housing Ombudsman complaint handling code.

- Commitment to continuous professional development and adaptability to change.
- Personal values aligned with Yorkshire Housing's values.
- Ability to work flexibly in line with Hub, Home, and Roam principles.
- Full UK driving licence and access to a vehicle for business purposes.
- An understanding of Equality, Diversity and Inclusivity and how this is applied through our service to customers and colleagues.

It would be a bonus if you have:

- A professional coaching and/or management qualification

Our Yorkshire Housing values



What are they?

Our values describe what matters most to us, and what our colleagues should expect from each other. We're all expected to show how we support and live up to these values in our work.

Our colleagues are amazing

We want colleagues to feel free to be themselves, which means we all share responsibility for promoting a culture of equality, diversity and inclusion. We're also each accountable for our own health and safety by following our policies and completing any training needed for our roles. Our colleagues are amazing, and the diverse skills and abilities they bring to work every day are what make Yorkshire Housing such a special place to be. You spend a lot of your waking hours at work, so we're committed to giving you a workplace where you can truly be yourself, feel valued, and have opportunities to progress and develop.

Create trust



- Do the right thing, not the easy thing
- Be honest and open
- Do what you say.

Be curious



- Think differently
- Ask questions
- Keep learning.

Make it happen



- Own it
- Do it
- Be empowered

Achieve impact



- Do things that matter
- Deliver results
- Show pride and passion.

Have fun



- Enjoy work
- Be yourself
- Stay connected.

