

# SUPPORT WORKER JOB DESCRIPTION



## Specific tasks

**You'll work in the support team to provide a range of support activities and advice services to people who are sleeping rough or experiencing other forms of homelessness**

- Deliver high quality support and guidance to clients calling the WHC homelessness helpline, attending our drop-in sessions, contacted through our outreach services or contacting us in any way.
- Work with clients to identify their housing issues, give advice and support them in addressing these issues.
- Advise clients of relevant support available to them from WHC and other agencies.
- Make appropriate referrals to agencies regarding accommodation and specialist support.
- Assist in providing broader homelessness prevention services including giving advice, support, advocacy, making homeless applications and contributing to eviction prevention work as assigned from time to time.

**Provide support and guidance to our clients to help them find suitable and sustainable homes.**

- Effectively and professionally manage a case load of clients as allocated.
- Work to maintain expertise in regard to what accommodation options are available and ensure clients understand their rights and options.
- Work alongside partners and key stakeholders to ensure clients are receiving the necessary support so that they can apply for housing and sustain their tenancies.
- Direct people to whatever statutory benefits and support they may be entitled to.
- Help clients identify and apply for housing that is suitable for them in their specific situation.

## General duties

- Work co-operatively and effectively with volunteers who help WHC deliver our work.
- Keep accurate and useful records of work undertaken.

- Work proactively and follow operational procedures and protocols.
- Ensure that every communication and interaction with stakeholders is professional, of a high standard and reflects well on our reputation.
- Attend training as required by the services manager.
- Participate in meetings, in some cases representing the charity, as agreed with the services manager.
- Attend regular team meetings.
- Work closely with partner agencies to optimise all our services.
- Speak occasionally on the radio, at churches, schools and the like as part of WHC's speaker panel to inspire support and volunteering.
- Undertake any other relevant duties as required.

## About you

### To flourish in this role:

- Beneficial but by no means essential: a relevant degree (or equivalent), the Chartered Institute of Housing Level 3 certificate in Supporting Homeless People, or a qualification in social care, housing or advocacy that would be
- **Experience of providing face-to-face services to individuals** in areas such as advice and advocacy, working in close partnership with external agencies, organisations and individuals will be beneficial.
- **Confidence and experience in using online systems, databases and Microsoft Office packages.**
- **Understanding of data protection and privacy principles is desirable but not essential.**
- Experience of **working in a charity** is desirable but not essential.
- **A caring, empathetic outlook with the ability to challenge individuals** to take control of their own situations.
- To be **self-motivated** with energy, enthusiasm and the ability to proactively pursue cases to their conclusion.

### We will need you to:

- **Be committed to the Christian faith.** There is an occupational requirement for the post-holder to be a practising Christian as you'll represent us to clients, the public and other stakeholders and help others understand and convey our faith foundation. You may pray with and for others and take part in or lead Christian worship.

- **Enjoy working both independently and as part of multiple teams** and be a **team player**. You'll have the ability and desire to get on well with your colleagues and our volunteers, recognising the benefits of collaboration and cooperation.
- **Be a great communicator**, both written and verbal especially when it comes to working in a team and with clients who will have a range of needs.
- **Manage your time** well with the ability to set and meet deadlines.
- Be comfortable working in an environment where **confidentiality** is applied to many areas of our work. You'll need to **set boundaries** with clients.
- **Be aligned to our vision, mission and values** and to be happy to act in line with our **code of conduct**.
- **Be flexible, resilient and adaptable to change**, with the ability to thrive in an environment where change occurs regularly as we adapt to the needs of our services users and the economy and society in which we work.