



## Job Role

# Homelessness Support Worker

## Overview

### Location of Job

Based at Herring House Trust Hostel & the Herring Centre

### Working Hours

This post will entail working a rolling rota, which will involve some weekend and night work.

### Responsible to

Herring House Trust Senior Management Team.

### Salary

£22,384 per annum



# Job Description

## Scope of Work

This is a full-time position. This employee works to deliver a full programme of support to a caseload of clients throughout their homeless journey. The post will work within our direct access hostel, community accommodation and within our day service.

## Responsibilities

This is a full-time position. This employee works to deliver a full programme of support to a caseload of clients throughout their homeless journey. The post will work within our direct access hostel and community accommodation.

Responsibilities:

To provide a seamless pathway of support through all stages of Herring House Trust Hostel and Community Schemes.

Work with a caseload of clients from first accommodation within the Hostel with the aim of resettlement into a tenancy of their own within the community.

You will support the client through a stepped approach. Each stage within the Trust offers accommodation for up to two years. Our SmartMove scheme offers a one-year tapered programme. Some clients may require longer term support within our emergency Hostel accommodation, whilst others will work through all stages of our resettlement programme, more quickly. You will support them in our Hostel and community accommodation and will be responsible for referral to the SmartMove Scheme.

## You will

- Provide both emotional and practical support to residents housed in the Hostel.
- Undertake an assessment of the Hostel client to develop a package of support which best suits their needs.
- Liaise with other specialist agencies and ensure a multi-disciplinary package of care is in place as required.
- Monitor the residents general conduct and ensure the smooth running of the hostel.
- Work with your clients to facilitate move on from the Hostel to the Halfway Houses, identify any gaps in the skills required for independent living and support the client to develop new skills in those areas.
- Co-ordinate all aspects of the move from the Hostel to the Community House and work up a support plan with the client to support the client to maintain the tenancy;
- Identify any problems the client may be experiencing and work with them to find appropriate solutions.
- Ensure that after stability has been achieved, options are explored with regards to education, training, employment etc.;
- In liaison with the Community Schemes Co-ordinator look to move the tenant onto longer term accommodation through the SmartMove Scheme, as appropriate.
- Provide practical support to the client to enable them to move successfully into the accommodation.
- Participate in meetings as required and represent the Trust;
- Carry out any other tasks related to the role, which may be determined by the Senior Management Team.
- Provide practical support to the client to enable them to move successfully into the accommodation.



- Help tenants sustain their tenancies through agreeing a support plan and giving ongoing support to maximise their opportunity for maintaining their tenancy.
- Identify any problem areas that may arise for the client in the accommodation and help the client find solutions to those problems by providing access to other agencies as appropriate.
- Provide ongoing support to the client for a period of one year, with a tapered support package prepared.
- In liaison with the Community Schemes Co-ordinator take part in running a drop-in group at the Herring Centre to provide a support environment to those people housed in the community through SmartMove.
- Participate in meetings as required and represent the Trust;
- Carry out any other tasks related to the role, which may be determined by the Senior Management Team.

# How to apply



HERRING  
HOUSE  
TRUST