

Job Title: Housing Support Worker

Reports To: Team Leader / Service Manager

Hours: The role is primarily worked Monday to Friday, 9am–5pm, with occasional requirements to work outside these hours

Service Areas: Veterans, Single Homelessness, Supported Housing, and related services.

Primary Focus

The Housing Support Worker is responsible for delivering high-quality, trauma-informed, strengths-based support to residents within supported accommodation. The role focuses on helping individuals develop daily living skills, maintain safety and wellbeing, and move towards independence.

Scope & Accountability

The Housing Support Worker holds responsibility for day-to-day support delivery, ensuring accurate records, responding to incidents, promoting safety and wellbeing, contributing to risk assessments, and following safeguarding procedures.

Financial Responsibility

Includes rent collection support, reporting arrears concerns, and assisting residents with benefits and budgeting tasks.

Support Delivery & Practice

Encouraging independent living skills, crisis support, preparing rooms, tenancy-related tasks, and maintaining a safe home environment.

Discipline-Specific Responsibilities

Includes mental health pathways, Armed Forces Covenant needs, youth safeguarding, and learning disability support.

Professional Conduct: Demonstrates compassion, resilience and professional integrity while modelling behaviours aligned with organisational values.

Operational Delivery; Support Needs Expertise; Safeguarding & Risk; Data & IT Systems inc; Multi-Disciplinary Coordination; Professional Conduct.

Other: -

- To foster the Mission, Vision, Values and Christian ethos of Alabaré in a responsible and positive way on all occasions.
- Work towards the outcomes outlined in the Charity's Strategy for Growth and Resilience 2025-30.
- We reserve the right to ask you from time to time to undertake any other reasonable duties as required within this role.
- To be committed to safeguarding children and young people and vulnerable adults in line with Alabaré, Local Children's Safeguarding Board and Adult Care Guidelines.
- To adhere to the list of general duties contained within the staff handbook.

The purpose of this job description is to indicate the general level of responsibility and standards expected of the post. The detailed duties may vary or develop over time according to needs without changing the nature or level of responsibility of the post.

The job role as described will be reviewed from time to time and where necessary be amended. This Job Description also forms the basis at the annual discussion of the Charity's Appraisal Programme.

Name.....

Signed

Dated.....

Person Specification – Housing Support Worker ** A = Application I = Interview **

| Category | Criteria | E/D | Assessment |
|------------------|--|------------|-------------------|
| Skills | Essential IT skills, including ability to use organisational digital systems. | E | A/I |
| Skills | Crisis management, de-escalation and confident decision-making. | E | I |
| Skills | Ability to work collaboratively, communicate clearly and maintain professional boundaries. | E | I |
| Knowledge | Understanding of homelessness, trauma, complex needs and safeguarding. | E | A/I |
| Knowledge | Knowledge of Health & Safety, Fire Safety and statutory compliance. | E | I |
| Knowledge | Understanding of multi-disciplinary pathways and supported housing. | E | A/I |

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|-------------------|--|---|-----|
| Experience | Experience in supported housing, care, or multiple-needs services. | E | A/I |
| Experience | Experience supporting rent processes, benefits or tenancy-related tasks. | E | A |
| Values | Commitment to trauma-informed practice and positive team culture. | E | I |
| Values | Demonstrates resilience, compassion and professional integrity. | E | I |