# Homeless Support Worker Role Description

## Job Title: Homeless Support Worker

**Team:** Restart Homeless and Rough Sleeping Team

**Location:** Hatfield, Hertfordshire (with travel around Welwyn Hatfield Borough)

**Salary:** £30,096 per annum (pay award pending in April 2027) plus additional £5.50 p/h out-of-hours supplement

**Hours:** Full-time 40 hours per week on a rolling Monday – Friday.

**Contract:** Permanent

**Reports to:** Head of Homeless Services

### Purpose of the Role

To provide practical, person-centred support to adults experiencing homelessness, primarily within our supported accommodation, helping residents improve their wellbeing, develop independent living skills and move towards stable, sustainable housing. The role also contributes to outreach and engagement with people sleeping rough or at risk of homelessness.

### About Resolve and the Restart Service

Resolve is a local charity supporting individuals affected by homelessness and substance misuse. We provide practical, person-centred help that enables people to recover and thrive.

Our Restart programme supports rough sleepers and people facing homelessness in Hatfield and Welwyn Garden City. We deliver outreach, manage supported accommodation and provide ongoing support to help people move forward and reduce the risk of returning to homelessness.

Restart operates from Monday at 5am to Saturday at 9am, including bank holidays.

The key responsibilities below provide an overview of the role and an indication of the time typically spent on each duty. However, the role is varied, and day-to-day priorities can change considerably.

### Key Responsibilities

1. **Supported Accommodation and Resident Support (approx. 50%)**
   - Build trusting, professional relationships with residents and provide consistent, person-centred, trauma-informed support that promotes dignity, choice and independence.
   - Deliver regular key-work sessions and work with residents to identify goals, strengths and barriers, developing and reviewing practical support plans with them.
   - Help residents develop independent living skills, including budgeting, managing bills, cooking, cleaning, maintaining shared spaces and understanding their accommodation responsibilities.
   - Support residents to access benefits, healthcare, mental health and substance misuse services, and education, training, volunteering or employment opportunities as appropriate.
   - Carry out routine room and accommodation checks in line with policy, respecting residents' privacy and dignity. Report repairs, damage, hazards and health and safety concerns promptly.
   - Promote safe and positive shared living, address concerns or breaches of accommodation agreements proportionately, and follow organisational procedures regarding visitors, substance use and behaviour.

- Support residents to identify suitable move-on options, prepare for independent living and sustain accommodation, including help with housing applications and practical resettlement tasks.

2. **Case Management, Safeguarding and Risk (approx. 30%)**
   - Manage an allocated caseload, maintaining regular contact and coordinating support from first contact through to move-on or resettlement.
   - Maintain accurate, timely and factual case notes, support plans, risk assessments, referrals and incident records, in line with confidentiality and data protection requirements.
   - Identify safeguarding concerns, including risks of abuse, exploitation or self-neglect, and report and escalate them in line with organisational procedures.
   - Use dynamic risk assessment and follow lone-working and health and safety procedures when working in the community, accommodation or potentially challenging situations.
   - Respond calmly and appropriately to incidents or emergencies, seeking assistance and escalating concerns when required. Maintain professional boundaries and recognise when specialist or management support is needed.
   - Encourage residents to access appropriate physical and mental health and substance misuse support, and respond to changes in wellbeing or circumstances in line with agreed procedures.

3. **Outreach and Engagement (approx. 10%)**
   - Conduct proactive street outreach in identified hotspots and respond to StreetLink referrals to locate and engage with people sleeping rough.
   - Engage respectfully with individuals in public spaces, rough sleeping sites and informal accommodation, building trust and supporting access to appropriate services.
   - Attend handover meetings and provide occasional support or cover for night-time Outreach Support Workers, as agreed with the manager.

4. **Communication and Partnership Working (approx. 5%)**
   - Build effective working relationships with housing providers, local authorities, health services, substance misuse services and other partner agencies.
   - Attend and contribute to team meetings, drop-in sessions, case conferences and multi-agency forums, sharing relevant information appropriately.
   - Communicate respectfully and effectively with residents, colleagues and stakeholders, keeping residents involved in decisions about their support wherever possible.

5. **Other Duties (approx. 5%)**
   - Comply with organisational policies and procedures, including safeguarding, health and safety, confidentiality, data protection and lone working.
   - Demonstrate Resolve's values of Trust, Passion, Partnership and Respect in all areas of work.
   - Participate in supervision, training and ongoing learning, and contribute to service monitoring and improvement.
   - Be flexible in working across locations and undertaking other duties appropriate to the role as required.

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## Person Specification

### Essential

- Experience supporting people experiencing homelessness, rough sleeping or other complex needs.
- Ability to build trusting relationships and provide empathetic, non-judgemental, person-centred support.
- Understanding of homelessness and related challenges, including mental ill-health, substance use and social exclusion, and the ability to promote life skills and independence.
- Ability to maintain professional boundaries and respond calmly and safely to crises and challenging behaviour.
- Understanding of safeguarding, confidentiality, incident reporting and escalation procedures.
- Ability to assess and manage risk, including dynamic risk assessment and lone working.
- Good communication, organisational and IT skills, including accurate record-keeping and use of Microsoft Office, Teams and the Inform case management system.
- Ability to work independently and as part of a team.
- Commitment to equality, diversity, inclusion and trauma-informed practice.
- Flexibility to work occasional out-of-hours, weekend and public holiday shifts.
- Access to own transport and a valid driving licence.

### Desirable

- Experience working in shared accommodation, supported housing, or rough sleeping services.
- Knowledge of safeguarding adults, trauma-informed practice, mental health, substance misuse, criminal justice and community care systems.
- Experience delivering key-work sessions, support plans or independent living skills support.
- Knowledge of welfare benefits, housing applications and housing legislation.

### Additional Information:

The role is subject to the appropriate DBS check for the duties undertaken. Working arrangements, including out-of-hours cover and the application of the out-of-hours supplement, will be confirmed in the employment terms.