# GLASSDOOR

Caseworker

Job pack

# Our vision is a future where no one experiences homelessness in London.

## About us

Based in London, Glass Door coordinates the UK's largest network of open-access services for people facing or experiencing homelessness.

**Since 1999, thousands of people have found safe shelter and the support needed to leave homelessness behind.**

Open access means that anyone experiencing or at risk of homelessness can turn to Glass Door regardless of who they are or where they are from. We offer a variety of services and not all our services are right for everyone, but no one will be turned away without an offer of support.

We provide year-round advice through our team of expert caseworkers and coordinate London's largest emergency winter shelter network. Our shelter and support services save lives and create a route out of homelessness for good.

We are an independent charity that receives no funding that would impede our open access policy. It is thanks to the support and partnership of individuals, churches, community groups, businesses and trusts and foundations that we can continue to provide shelter and support to those who need it most.

## What we do

### Shelter

Every winter, we work closely with community centres and churches in West London who provide space for a sleeping area for our guests. Our shelters operate from a different venue every night of the week. We have three shelters operating nightly in the boroughs of Kensington and Chelsea, Hammersmith and Fulham and Wandsworth. The shelters accommodate around 35 guests each night.

We provide basic sleeping bags and mats and offer a hot evening meal. Our guests leave in the morning after a hot breakfast and we then close the shelter, removing all equipment ready for setting up in the evening.

### Advice and Support

Year-round, anyone in need can speak with dedicated caseworkers who offer advice, advocacy and practical support. Guests can access the advice and support service either from our partner day centre drop-ins or, during the winter, from our emergency night shelters. Guests can also find other services provided by the drop-ins, such as lunch, laundry and showers.

# How to apply

## Thank you for your interest in this role - we're so glad you'd like to join our team.

Outlined further in this pack is the job description and person specification, the main terms for the role and a summary of our recent impact.

If you believe in our ethos and want to make a difference, please apply by sending your CV and a short supporting statement (no more than two pages) to jobs@glassdoor.org.uk or via Charity Jobs.

Interviews will happen on a rolling basis. Due to the volume of applications received, regrettably, only shortlisted applicants will be contacted.

We foster a diverse and inclusive culture and welcome applicants from all backgrounds. We particularly welcome applications from people with lived experience of homelessness. When you apply for a role with Glass Door, we ask you to complete this Equality and Diversity Monitoring Form. Doing so is voluntary and the information provided will be kept confidential and used for monitoring purposes only.

**If you have any accessibility requirements, or require the application pack in a different format, please get in touch by emailing jobs@glassdoor.org.uk**

*We look forward to hearing from you!*

# Job specification

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| Team: | Casework |
| Location: | Hybrid role, with regular work at a partner day centre (TW10 6AQ), Glass Door's office at Argon House (SW6 1BJ), and from home.<br>This is a full-time role. Three days each week, Mondays, Wednesdays and Thursdays, will include running Glass Door's drop-in casework service at the partner day centre. Drop-in hours are 9:00am to 11:00am. After the drop-in, you may continue working from the day centre or work from Glass Door's office at Argon House, depending on service needs. |
| Duration: | Permanent contract |
| Reporting to: | Senior Caseworker – Multiple Disadvantage |
| Hours of work: | 35 hours per week |
| Salary: | £31,500 p/a |

## About you

We are looking for a Caseworker to join our busy Casework Team. You will be working with the team to provide casework support to guests across our partner day-centres and winter night shelters.

# Job specification

## What you will do as part of our team

The post holder will be responsible for the following:

- Providing a specialist advice and advocacy service to the homeless guests of our services, which include partner day centres and night shelters through the winter season.
- Employing creative thinking and practices to ensure that guests are supported and motivated to achieve their goals.
- Attending appointments with guests occasionally when needed
- Referring and signposting guests to accommodation providers, health services and other relevant internal and external support services, as necessary
- Maintaining good communication with the Managers of our partnered Drop-in Centres, Glass Door colleagues and local statutory and non-statutory services.
- Attending meetings with the casework team, external service providers and partner organisations when required
- Collating statistics and outcome measurements of the casework service for both internal and external use
- Maintaining a well-organised and easily accessible administration system for the casework programme in line with relevant legislation (e.g. GDPR)
- Managing a small casework budget
- Undertaking any other duties, as required by the charity

# Person specification

## Essential

- At least one year experience of working one-on-one and assessing the needs of homeless people or similar disadvantaged client groups
- Empathetic attitude to homeless and vulnerably housed people
- Up-to-date knowledge of the welfare issues and legislation affecting homeless people
- Knowledge of relevant support services available to homeless people, particularly in West London
- Confident approach to, and experience of, dealing with challenging behaviour
- Ability to maintain good relationships with colleagues and external service providers
- Highly organised with strong time-management skills
- Ability to keep clear and up-to-date case records
- Experience and competent in MS Office packages
- Ability to work independently and take the initiative to make important decisions
- Flexible and supportive team member with excellent communication skills
- Ability to adhere to and implement Health & Safety, HR and operational policies
- Understanding of and commitment to Equal Opportunities
- For night shelter caseworkers, willingness to work a minimum of one evening per week
- This post will require an enhanced DBS check prior and during employment

## Desirable

- Ability to speak Polish, Romanian or other Eastern European languages
- Experience of working alongside volunteers

## Other

- Ability to work flexibly and at various sites, as required
- Eligibility to work in the UK
- To be able to adhere and work within Glass Door's safeguarding policy and procedures
- To participate in meetings, supervision meetings and in any trainings as required
- To be responsible for own professional development

# Our impact

- 2,524 individuals received support through Glass Door's expert Casework Service and Emergency Winter Night Shelters in 2024-25.

- Despite the many challenges associated with the lack of housing in London and the cost of living, 423 of our guests moved into housing this year.

- Over five months in 2024-25, a total of 569 guests found a safe place to stay in our Emergency Winter Night Shelters, with 194 women staying in our Women's Night Shelter.

- Behind each statistic are hundreds of individuals, each with a unique story. Our guests ages ranged from 18-82, with 1,344 sleeping rough prior to turning to us for support, 685 experiencing hidden homelessness and 565 at risk of homelessness.

- Guests experiencing multiple challenges such as a relationship breakdown, past trauma, alcohol dependency and debt found help through our Casework Service to find a route out of homelessness.

# Benefits and perks

26 days holiday per year, with an extra day each year of service to a maximum of 30 days, plus bank and public holidays

Contributory pension scheme

Employee Assistance Programme

Cycle to work scheme

Reflective practice: one-one coaching session/s with an external qualified practitioner

Enhanced sick pay from start of employment

Personal development training opportunities

Season Ticket Loan Scheme

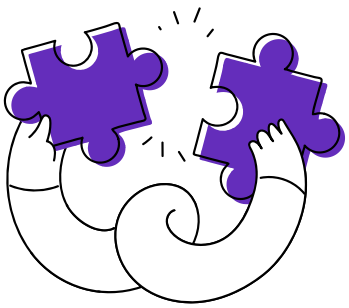
# Our values

We are welcoming

We are open to all, without prejudice

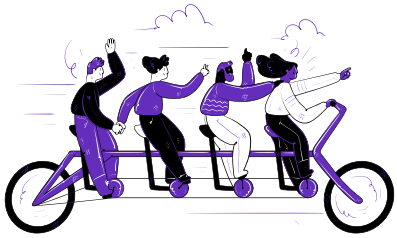
We are compassionate

We believe individuals can turn their lives around



We build trust

We are ambitious and bold, but we grow sustainably



We know we can have a bigger impact when we work together

# EDI (equality, diversity and inclusion)

We are committed to ensuring Glass Door continues to be an organisation where everyone, regardless of gender, sexuality, marital or civil partner status, race, nationality, religion or belief, pregnancy, disability or age can participate, excel and contribute to our work.

We foster a diverse and inclusive culture and welcome applicants from all backgrounds. We particularly welcome applications from people with lived experience of homelessness.

We ask candidates to complete this Equality and Diversity Monitoring Form and while it is voluntary, it would be helpful if you would do so as this will assist us in monitoring our reach within all our communities.

While we partner with some churches and church-owned properties to run our casework services, we are not a religious organisation. There is no requirement for our employees or volunteers to hold a faith or a belief.

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